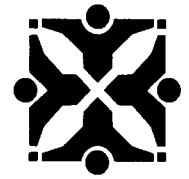


City of Columbia

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Agenda Item Number: REP 82-15

Department Source: Public Works

To: City Council

From: City Manager & Staff

Council Meeting Date: 8/17/2015

Re: Solid Waste Utility Report

Documents Included With This Agenda Item

Council memo

Supporting documentation includes: Trash Collector - Cost to Fill One Permanent Vacancy; Trash Collector – Cost to Fill One Temporary Vacancy; Solid Waste Utility: Current 10 Year Forecast; Transition to Automated PAYT Trash Collection: 10 Year Savings, Costs and Net Savings; Transition to Hybrid PAYT Trash Collection: 10 Year Savings, Costs and Net Savings; Written Questions submitted during Ward Check-in Meetings; Comments received via US Mail, E-mail & ComoTrash.com; Comments from Facebook Site; Comments from Columbia Heart Beat Site; Comments from KOMU site; EEC letter to Council; Various Media Pieces concerning Automated Trash Collection and Recycling; “Columbia Roll Carts vs Trash Bags”; Missourian poll results, “Roll Carts Prove to be Tough Sell”

Executive Summary

For the past few years, the Columbia Public Works Solid Waste Utility has been discussing issues which negatively affect the utility, and the service the utility provides to its customers. Staff hosted City Council ward check-in meetings throughout the winter and spring of 2015 to provide information and gather public input on these issues. The significant issues the utility must address include:

1. Employee safety and corresponding compensation costs
2. High employee turnover and corresponding hiring and training costs
3. Low and stagnant recycling and diversion rates

City staff also invited a group of citizens, known as the “Solid Waste Advocacy Group” (SWAG), to present and participate in the discussion at each public meeting. SWAG opposes any changes to the way the Solid Waste Utility collects or handles trash and recycling collection. SWAG recently began circulating an initiative petition to prevent the City of Columbia from purchasing any items related to the automated collection of residential trash. Staff suggests allowing 120 days for this process to finalize before moving forward with any proposal or program change.

Over 211 community members attended the ward check-in meetings, hundreds engaged with staff on various social media and blog sites, and 59 individuals submitted feedback via CoMoTrash.com, email, and letters to staff. All feedback is included as supporting documentation to this report.

This report will discuss the significant issues the Solid Waste Utility must address, evaluations of potential improvements to the system, the feedback staff received from the community via multiple

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engagement opportunities, and the proposed options Council should consider for resolving the significant issues.

Discussion

Significant Issues

The Solid Waste Utility is suffering from three significant issues: employee safety and corresponding workers' compensation costs, high employee turnover and associated hiring and training costs, and low, stagnant recycling and diversion rates.

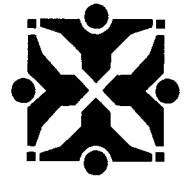
Health, Safety, and Well-Being, along with Workforce, are two of the City of Columbia Strategic Priorities. Employee safety is a number one priority and the Solid Waste Utility has a 10-year average of high employee injury rates and corresponding high workers' compensation claims in its residential trash collections division.

City of Columbia Annual Workers' Compensation for Residential Trash Collection, as of May 31, 2015

Year	Frequency	Severity
FY 2005	15	\$129,800.80
FY 2006	23	\$137,084.08
FY 2007	34	\$192,284.54
FY 2008	34	\$129,977.94
FY 2009	31	\$169,090.51
FY 2010	17	\$23,325.20
FY 2011	13	\$199,714.72
FY 2012	18	\$85,414.25
FY 2013	21	\$62,566.21
FY 2014	26	\$194,078.16
Total	232	\$1,323,336.41
Avg	23	\$132,333.64

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The work is inherently hard and dangerous. Recent national reports from the Bureau of Labor Standards show that trash collectors hold the dubious distinction of being in the top ten most dangerous professions in the US (<http://www.bloomberg.com/graphics/2015-dangerous-jobs/>). Finding individuals who want to engage in demanding and dangerous physical labor has been increasingly difficult to impossible. On average, the Solid Waste Utility Residential Collection division loses 68% of the collection workforce annually. Summer heat and humidity, winter's cold and low windchills, combined with rain and snow events make this demanding, repetitive work, even more undesirable to many. When extreme weather conditions occur, some residential collection staff call in sick or take vacation, leaving the division short handed and requiring the supervisors to fill in and assist with collection. This practice is known to cause injuries to the supervisors because they are unaccustomed to the physical demands of the work. It also keeps supervisors from monitoring routes and completing required daily customer service follow-ups. Currently, the Public Works department has no criteria for calling off work due to extreme weather conditions. In fact, on the rare occasion when the City has cancelled trash and recycling collection due to weather, some citizens have requested rebates due to their scheduled service being cancelled.

In the FY15 budget, the Solid Waste Utility added four (4) Full-Time Equivalent (FTE) positions in an effort to maintain sufficient personnel to collect the residential trash and recycling, due to absences from injury, attendance issues, and vacancies. To date, the Solid Waste Utility division has not been able to maintain a full roster of personnel, and has gone through the posting/testing/interview/hiring process eight times this fiscal year for an entry level trash Collector position.

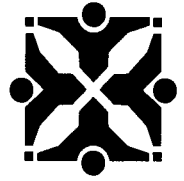
Due to the costs to recruit, interview and train new employees, this high turnover rate is expensive. The Human Resources (HR) Department and the Solid Waste Utility estimate a cost of \$2,458.92 to fill a position vacancy and train one new permanent employee. The average turnover rate in the Residential Collections division over the past five years was 7.6 permanent employees per year, which, if eliminated, could result in an estimated average annual savings of \$18,687.792 ($7.6 * \$2,458.92$). (See attached supporting documentation, Trash Collector - Cost to Fill One Permanent Vacancy).

The Residential Collections division also experiences a high rate of temporary employee turnover. HR and the Solid Waste Utility division estimate a cost of \$2,149.92 to fill a temporary position vacancy and train one new temporary employee. Temporary employees are less expensive to hire because they do not go through an official interview or performance tests; although temporary employees must go through these processes before becoming permanent. (See supporting documentation, Trash Collector – Cost to Fill One Temporary Vacancy). Over the past five years, the Residential Collections division has experienced an average turnover rate of 7.8 temporary employees per year. Eliminating this turnover could result in an estimated annual savings of \$16,769.376 ($7.8 * \$2,149.92$). In all, a near elimination of the total turnover rate in the Residential Collections division could result in annual savings of \$35,457.

Stewardship is one of the six core values of the City of Columbia. Over the past 10 years, Columbia's diversion rate has remained stagnant at 17%, which is half the national diversion average of 34%.

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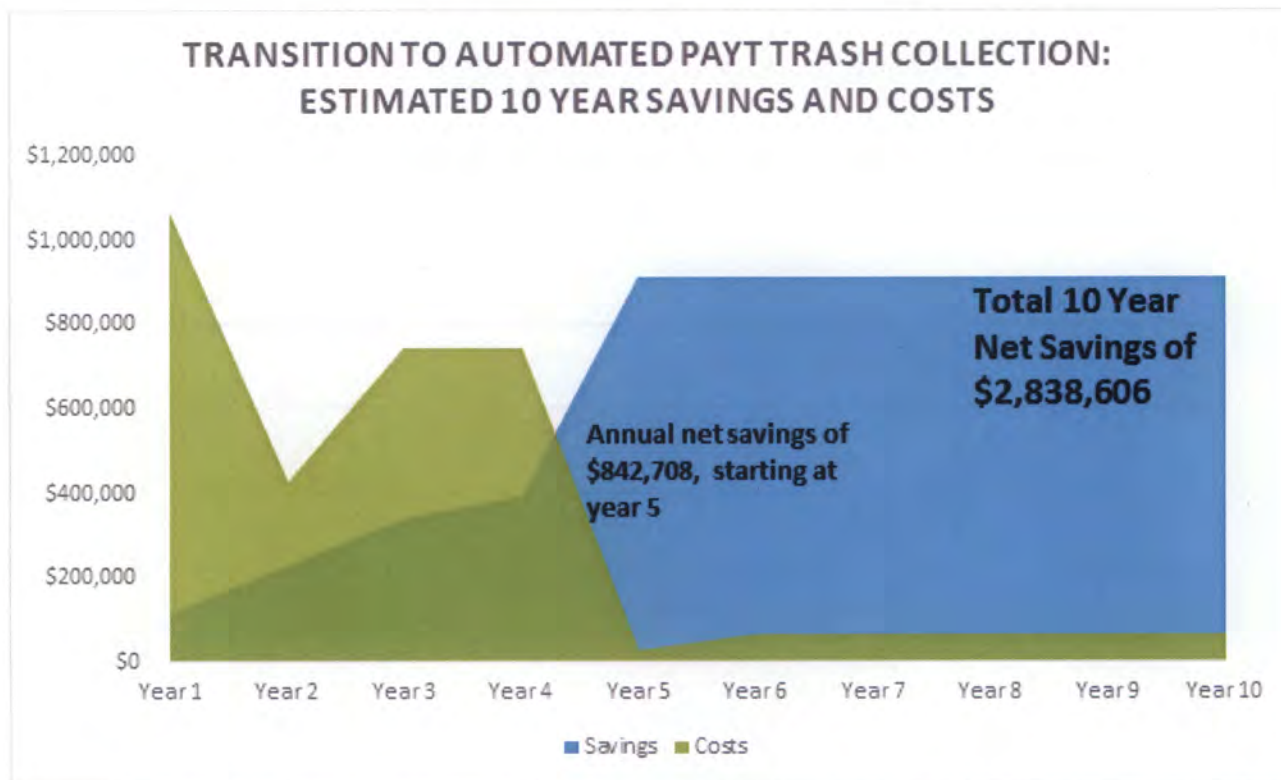
While the Solid Waste Utility began accepting additional plastics in 2015 in both curbside and drop-off recycling programs, and continued public education on recycling efforts, that alone will not improve Columbia's recycling rate to the national average. Communities that adopt a Pay-As-You-Throw system see substantial increases in recycling rates.

Evaluation of Potential Improvements

Columbia's method of trash and recycling collection has not changed since the early 1970's. In 1971, Columbia moved from trash collectors emptying trash bins into the truck to using a bag with the city logo on each side, and curbside collection. Over the years, trash collectors began to pick up trash whether loose, in a black bag with a logo, or any other type of bag.

The City of Columbia core value of Stewardship requires that we are responsible with the resources the community entrusts to us. Therefore, the City should focus on continuously improving our processes to reduce these costs. Under the current system, the City will continue to pay an average annual rate of \$132,333 in workers' compensation claims for our Residential Trash Collections division. The City will continue to incur combined annual costs of \$35,457 for HR recruitment and training of permanent and temporary positions, as a result of the high turnover rate in the Residential Trash Collections division; and will continue spending \$452,873 annually on the city-wide black trash bag purchase.

On the other hand, the Utility would experience savings in each of these areas under an automated Pay As You Throw (PAYT) trash collection system. After the initial cost of roll cart purchases and truck upgrades, the Utility will potentially experience an indefinite annual net savings of \$842,708 from reduced bags, labor, workers' compensation, and training related to turnover; resulting in a net savings of \$2,838,606 after a ten year period. Note that these costs and savings are only related to trash collection. Costs and savings accrued from transitioning to automated collection for recycling will result in similar savings.



***For a full description, See supporting documentation, "Transition to Automated PAYT Trash Collection: 10 Year Savings, Costs and Net Savings."**

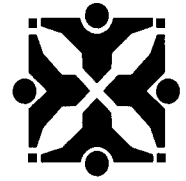
Alternatively, a PAYT bag collection system would result in a percentage of the savings to be expected from an automated PAYT collection system. With the PAYT bag system, the Solid Waste Utility would be relieved of its annual bag purchase cost of \$452,873, but would not experience the savings from reduced workers' compensation and turnover, as employees would still be required to collect trash bags by hand.

Finally, a hybrid bag/automation PAYT system would result in a portion of the expected savings from a transition to automation. If 50% of the population chose automated PAYT, the Solid Waste Utility could potentially experience half the annual expected savings from automation, while also gaining half of the estimated savings from a transition to a PAYT bag system. In all, once the initial start up costs for automation are paid for, the Utility could save \$441,402 annually. Implementing this option would require replacement trucks to be front loaders with Curotto cans, and two-people per truck. (See supporting documentation, Transition to Hybrid PAYT Trash Collection: 10 Year Savings, Costs and Net Savings).

Industry best practices and advances in technology have changed dramatically over the past 40 years. Labor intensive manual processes in the collection of trash and recycling have largely given way to automated processes throughout the industry, which in turn, have been shown to improve employee safety and health, employee satisfaction, employee retention, reduced operating costs and equal or improved customer satisfaction rates.

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Community Feedback

Over 211 community members attended the ward check-in meetings; hundreds engaged with staff on various social media and blog sites, and 59 individuals submitted feedback via CoMoTrash.com, email, and letters to staff. (See supporting documentation, Written Questions submitted during Ward Check-in Meetings, Comments received via US Mail & Como Trash dot com; Comments from Facebook Site; "Comments from Columbia Heart Beat Site; Comments from KOMU site). The most frequently asked questions were about why we needed to change, what were the cost implications, and how would the City handle the different types of waste (e.g. trash, recycling, yard waste, bulky items, household hazardous waste, etc.). Staff has responded to these questions throughout this report and will continue to conduct community outreach concerning this issue as the City moves forward.

In addition to the feedback gathered by City staff, multiple community organizations have taken up the discussion of automated trash collection. The Environment & Energy Commission recommended the adoption of roll carts and automated trucks for trash pickup (See attached, EEC letter to Council). The Columbia Missourian did an in-depth story featuring an analysis of the discussion, several editorials, an online poll, and a video story featuring citizens using the roll carts and providing feedback. They also ran multiple commentaries concerning this issue. The Columbia Daily Tribune ran an article "Columbia Roll Carts vs Trash Bags", experiments conducted by Columbia Public Schools science students, as well as several articles, editorials, and over 400 comments in the "Trib Talk" and/or Trib Boards. Many of these comments are included as attachments to this report. (See supporting documentation, Various Media Pieces concerning Automated Trash Collection and Recycling; "Columbia Roll Carts vs Trash Bags"; Missourian poll results, "Roll Carts Prove to be Tough Sell").

Next Steps

Due to the initiative petition, City staff recommends allowing 120 days for that process to be finalized prior to moving forward with any recommendations. Based on the feedback from customers, the Solid Waste Utility staff have provided the following options for Council consideration:

Option 1 - Do nothing: Make no changes to the current system to address the three issues of: high worker compensation claims, frequent staff turnover, and low recycling rates.

Option 2 - PAYT Cart: Transition to an automated trash collection system to address the three issues utilizing a Pay-As-You-Throw (PAYT) system with multiple cart options.

Option 3 - PAYT Bag: Implement a Pay-As-You-Throw bag system where the customer is required to use bags imprinted with the City logo.

Option 4 - PAYT Choice: Implement a hybrid Pay-As-You-Throw system where customers have the option of using a roll cart or branded bag for their trash collection.

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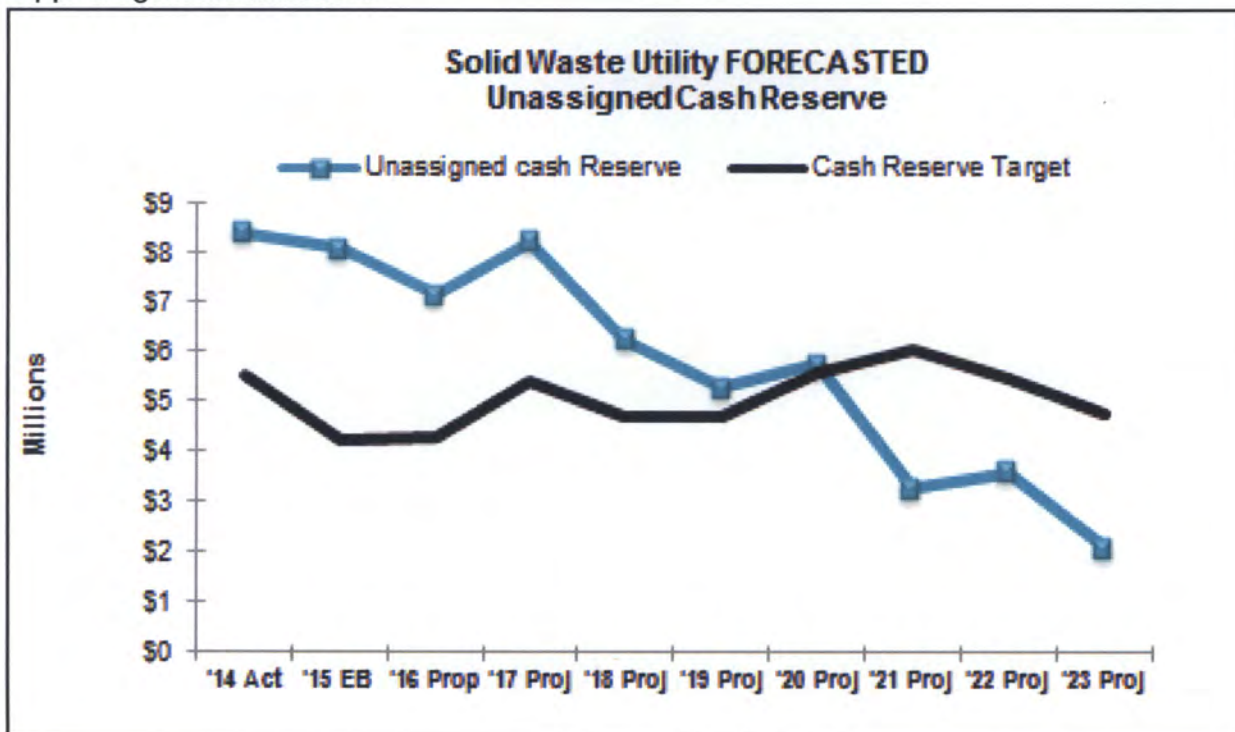


Table 1: Matrix of options and corresponding impacts on system issues

	Workers Comp	Emp. Turnover	Recycling	Cost	
Option 1: Do nothing	No change
Option 2: PAYT Cart	●	●	●	●	Little change
Option 3: PAYT Bag	Moderate change
Option 4: PAYT Choice	●	●	●	●	Significant change

Option 1: - Do nothing

Make no changes to the current system to address the three issues of: high worker compensation claims, frequent staff turnover, and low recycling rates. The cost of doing nothing puts the Utility below the cash reserve target of \$2.7M starting in FY2021. Forecast details are included in attached supporting documentation.



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Option 2 - PAYT Cart: Transition to an automated trash collection system to address the three issues utilizing a Pay-As-You-Throw (PAYT) system with multiple cart options.

Three cart sizes would be offered with an accelerating fee structure. Customers may choose how they place trash into the cart (e.g. loose, in bags, etc.). Bags, per city specifications, would be available for purchase at local outlets for additional material and yard waste not fitting in the cart.

Roll Cart	Monthly Rate	Cost for 2nd Cart of same size
35-38 gallon holds 2-3 trash bags	\$12.00	\$10.00
65-68 gallon holds 5-6 trash bags	\$15.42	\$12.85
95-98 gallon holds 8-9 trash bags	\$20.00	\$16.67

Recycling collection would continue using the current system during the transition and further study of Columbia's recycling program, with vouchers mailed to customers for 54 blue bags per year. Additional recycling vouchers can be requested by contacting the City's contractor, Waste Zero.

Bulky item stickers would be available for purchase at a cost of \$5.00 each, to place on oversized items. Scheduling (call-in or online) is required for collection of bulky/oversized items so that a special truck could be routed for collection.

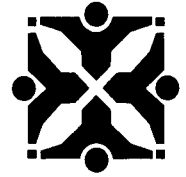
The Solid Waste Utility has also originated a system to allow single-family residential customers one free trip of bulky, or excess trash, to the City's Landfill Small Vehicle Drop-Off, every 90 days. This program is being implemented in FY2016.

Yard waste would be allowed in the roll cart. Any yard waste beyond what fits in the roll cart, along with the trash, would be managed through PAYT bags, with separate bag options. A compostable bag would be available at a price that would cover the cost of collection. Branches too large to place in bags could still be bundled under existing requirements (<4' in length and 50 lbs.), and would require a bulky item sticker. Residents will continue to be encouraged to practice backyard composting and haul their own material (for free) to Capen Park or Parkside Drive residential yard waste drop-off sites, or to the compost facility at the landfill.

The City's current vendor, Waste Zero, would manage the bag inventories with local retail outlets, and retain a portion of the cost of the bags for manufacture, inventory and program management. The table below reflects suggested pricing per staff discussions with Waste Zero. This relieves the Solid Waste Utility from budgeting for bag purchases.

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Bag	# per Retail Pack	Retail Price/Bag	Retail Price/Pack
30-gallon Trash	5	\$1.00	\$5.00
15-gallon Trash	8	\$.625	\$5.00
8-gallon Trash	10	\$.50	\$5.00
30-gallon Recycling	18	Voucher	Voucher
30-gal Lawn (Compostable)	10	\$1.00	\$10.00
Flat Monthly Trash Fee = \$12.00 per Household			

Timeline to Implement: With council authorization, trucks planned for replacement could be ordered with versatility to collect roll carts (front loaders with curotto attachment). The trucks would take approximately one year to procure, manufacture and take delivery. If given direction to proceed with a fully automated (roll cart) PAYT collection system, budget amendments would be prepared for equipment (est. \$1.5 million sufficient trucks for transition + \$1.9 million for roll carts to be ordered in 2016 for later implementation). A 3-6 month media campaign and neighborhood education program would precede the route transition kickoff date.

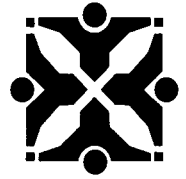
Option 3 - PAYT Bag: Implement a Pay-As-You-Throw bag system whereby the customer is required to use bags imprinted with the City logo.

The vendor would sell bags, according to city specifications, directly to local outlets including grocery stores, convenience stores, drug stores, etc. The table below provides the recommended suggested retail pricing as provided by Waste Zero, with an amendment to existing city contract:

Bag	# per Retail Pack	Retail Price/Bag	Retail Price/Pack
30-gallon Trash	5	\$1.00	\$5.00
15-gallon Trash	8	\$.625	\$5.00
8-gallon Trash	10	\$.50	\$5.00
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Yard waste would be managed through PAYT bags, with separate bag options. A compostable bag would be available at a price that would cover the cost of collection. Branches too large to place in bags could still be bundled under existing requirements (<4' in length and 50 lbs.), and would require a bulky item sticker. Residents will continue to be encouraged to practice backyard composting and haul their own material (for free) to Capen Park or Parkside Drive residential yard waste drop-off sites, or to the compost facility at the landfill.

The City's current vendor, Waste Zero, would manage the bag inventories with local retail outlets and retain a portion of the cost of the bags for manufacture, inventory and program management. This relieves the Solid Waste Utility from budgeting for bag purchases.

Timeline to implement: After council authorization, transition to this option could occur within 90-120 days. The City's contract with Waste Zero includes pre-launch communications assistance and coordination, as well as their direct relationship with the stores, and bag and sticker manufacture and inventory management.

Option 4 - PAYT Choice: Implement a hybrid Pay-As-You-Throw system where residents have the option of using a roll cart or branded bag for their trash collection.

This option would involve a PAYT system providing residents with the choice of using a roll cart or bags. The rates and options would be the same as presented in Options 2 and 3 above.

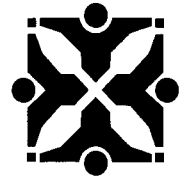
Timeline to implement: Similar to Option 2, with the PAYT rate structure and bags implemented, 90-120 days after Council approval. The cost would be approximately \$750,000-\$1,000,000 less due to procuring fewer roll carts for onset as trucks are procured and collection days phased into the choice of a roll-cart.

Conclusion

This report discussed the significant issues the Solid Waste Utility must address, evaluations of potential improvements to the system, the feedback staff received from the community via multiple

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engagement opportunities, and possible options for Council to consider in order to resolve the significant issues of:

1. Employee safety and corresponding compensation costs
2. High employee turnover and corresponding hiring and training costs
3. Low and stagnant recycling and diversion rates

The information provided above supports a transition to **Option 2: PAYT Cart**. That option provides the greatest impact on the significant issues staff has addressed. The remaining options do not make as big of an impact, and some make no impact.

Timeline to Implement: With council authorization, transition to this option could occur within 90-120 days. The City's contract with Waste Zero includes pre-launch communications assistance and coordination, as well as their direct relationship with the stores and bag manufacture and inventories management. However, with the initiative petition circulating, staff recommends allowing 120 days for this process to be finalized.

Fiscal Impact

Short-Term Impact: Costs vary per option.

Long-Term Impact: Costs vary per option.

Vision, Strategic & Comprehensive Plan Impact

Vision Impact: Community Facilities and Services, Environment

Strategic Plan Impact: Health, Safety and Wellbeing

Comprehensive Plan Impact: Livable & Sustainable Communities

Suggested Council Action

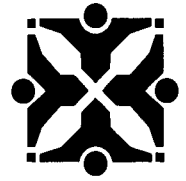
Staff recommendation is to wait 120 days for a valid petition. If valid, Council will then decide whether to approve the ordinance as petitioned or place the issue on a future ballot. The outcome from either of these two options will bind council from making any changes to the Solid Waste ordinance for six months. Upon resolving the initiative petition issue (whether a valid petition is submitted or after 120 days lapse) Council can then direct staff to implement the option they have chosen.

Legislative History

None


Department Approved


City Manager Approved



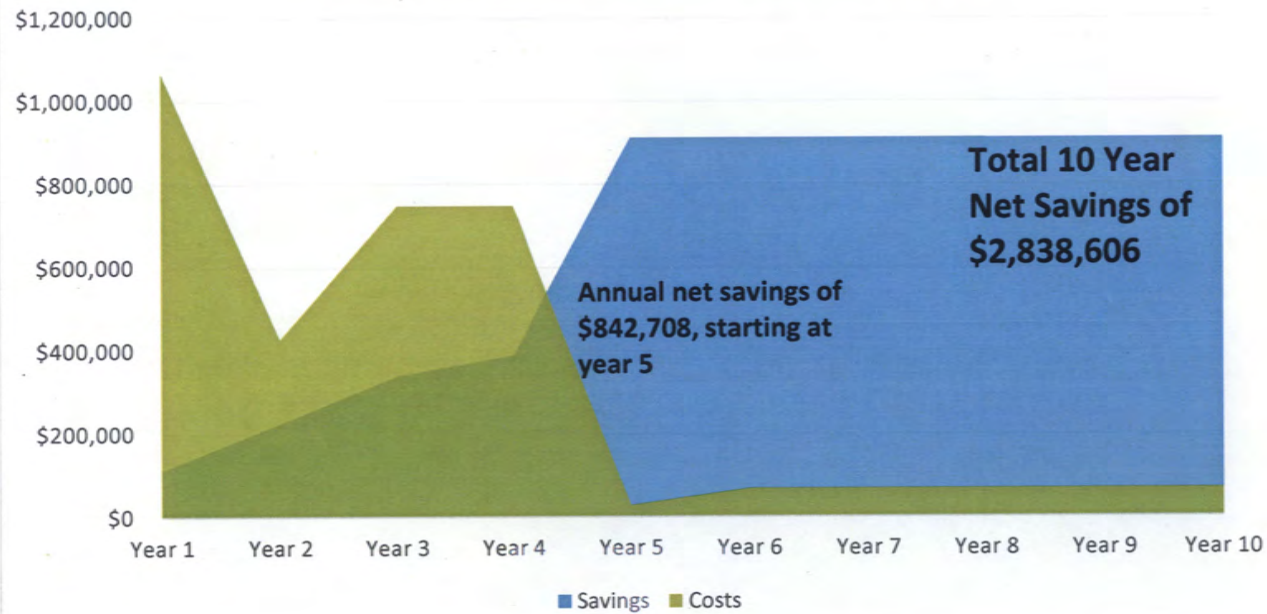
SUPPORTING DOCUMENTS INCLUDED WITH THIS AGENDA ITEM ARE AS FOLLOWS:

Trash Collector - Cost to Fill One Permanent Vacancy;
Trash Collector - Cost to Fill One Temporary Vacancy;
Solid Waste Utility: Current 10 Year Forecast;
Transition to Automated PAYT Trash Collection: 10 Year Savings, Costs and Net Savings;
Transition to Hybrid PAYT Trash Collection: 10 Year Savings, Costs and Net Savings;
Written Questions submitted during Ward Check-in Meetings;
Comments received via US Mail, E-mail & Como Trash dot com;
Comments from Facebook Site;
Comments from Columbia Heart Beat Site;
Comments from KOMU site;
EEC letter to Council;
Various Media Pieces concerning Automated Trash Collection and Recycling;
"Columbia Roll Carts vs Trash Bags";
Missourian poll results, "Roll Carts Prove to be Tough Sell"

Refuse Collector - Cost to Fill 1 Permanent Vacancy					
		Avg hours	Total time cost	Direct cost	Total Cost
Posting	Staff time	0.66	\$13.00		
Advertising	Staff time	2	\$30.00		
Advertising	Ad cost			\$600.00	
Process maintenance	Staff time	6	\$104.00		
Written test - prep	Staff time	1.25	\$23.00		
Written test	Staff time	2	\$44.00		
Interview - prep	Staff time	2.75	\$60.00		
Interview	Staff time	6	\$142.00		
Performance Test	Staff time	2	\$40.00		
Performance test-cost to run truck for 2 hours				\$60.00	
Drug test - DOT	Test cost			\$38.00	
Background check	MSHP cost			\$13.00	
Training	Staff time*	40	\$866		
	Staff time**	16	\$381.12		
	Staff time***	4	\$104.80		
Total Cost per process			\$1,807.92	\$651	\$2,458.92
*PWS- I - 40 hours of time for training &/or oversight of employee's training - midrange \$21.65/hr					
**PWS- II - 16 hours of time for training &/or oversight of employee's training mid-range- \$23.82/hr					
***PWS- III - 4 hrs of time for training &/or oversight of employee's training - mid-range \$26.20/hr					

Refuse Collector - Cost to Fill 1 Temporary Vacancy					
		Avg hours	Total time cost	Direct cost	Total Cost
Posting	Staff time	0.66	\$13.00		
Advertising	Staff time	2	\$30.00		
Advertising	Ad cost			\$600.00	
Process maintenance	Staff time	6	\$104.00		
Drug test - DOT	Test cost			\$38.00	
Background check	MSHP cost			\$13.00	
Training	Staff time*	40	\$866		
	Staff time**	16	\$381.12		
	Staff time***	4	\$104.80		
Total Cost per process			\$1498.92	\$651	\$2149.92
*PWS- I - 40 hours of time for training &/or oversight of employee's training - midrange \$21.65/hr					
**PWS- II - 16 hours of time for training &/or oversight of employee's training mid-range- \$23.82/hr					
***PWS- III - 4 hrs of time for training &/or oversight of employee's training - mid-range \$26.20/hr					

TRANSITION TO AUTOMATED PAYT TRASH COLLECTION: ESTIMATED 10 YEAR SAVINGS AND COSTS



Transition to PAYT Trash Collection: 10 Year Savings, Costs and Net Savings										
Estimated 10 Year Savings from Transition to PAYT Trash Collection										
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
1. Elimination of Annual Trash Bag Purchase	\$452,873 @ 20% = \$90,575	\$452,873 @ 40% = \$181,149	\$452,873 @ 60% = \$271,724	\$452,873 @ 80% = \$362,298	\$452,873	\$452,873	\$452,873	\$452,873	\$452,873	\$452,873
2. Labor Savings					\$343,878	\$343,878	\$343,878	\$343,878	\$343,878	\$343,878
3. Workers' Comp	\$79,400 @ 20% = \$15,880	\$79,400 @ 40% = \$31,760	\$79,400 @ 60% = \$47,640	\$79,400 @ 80% = \$63,520	\$79,400	\$79,400	\$79,400	\$79,400	\$79,400	\$79,400
4. HR & Training (Permanent)	\$18,688 @ 20% = \$3,738	\$18,688 @ 40% = \$7,475	\$18,688 @ 60% = \$11,213	\$18,688 @ 80% = \$14,950	\$18,688	\$18,688	\$18,688	\$18,688	\$18,688	\$18,688
5. HR & Training (Temporary)	\$16,769 @ 20% = \$3,353	\$16,769 @ 40% = \$6,707	\$16,769 @ 60% = \$10,061	\$16,769 @ 80% = \$13,415	\$16,769	\$16,769	\$16,769	\$16,769	\$16,769	\$16,769
Total Annual Estimated Savings	\$113,546	\$227,091	\$340,638	\$454,183	\$911,608	\$911,608	\$911,608	\$911,608	\$911,608	\$911,608
Estimated 10 Year Costs from Transition to PAYT Trash Collection										
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
6. Truck purchases	\$344,450 @ 2 = \$688,900		\$344,450	\$344,450						
7. Truck Upgrades		\$24,450 @ 2 = \$48,900	\$24,450	\$24,450	\$24,450 @ 2 = \$48,900					
8. Roll cart purchases	\$379,500	\$379,500	\$379,500	\$379,500	\$379,500					
9. Currotto can replacements						\$68,900	\$68,900	\$68,900	\$68,900	\$68,900
Total Annual Estimated Costs	\$1,068,400	\$428,400	\$748,400	\$748,400	\$428,400	\$68,900	\$68,900	\$68,900	\$68,900	\$68,900
Total Annual Net Savings	-\$954,854	-\$201,309	-\$407,762	-\$294,217	\$483,208	\$842,708	\$842,708	\$842,708	\$842,708	\$842,708
Total 10 Year Net Savings	\$2,838,606									
1. Elimination of Annual Trash Bag Purchase: FY11-FY15 average trash bag cost (including this year's TWO black vouchers rather than three) = \$452,873. Elimination of bags can occur incrementally as trucks are replaced (10% for each truck replaced, estimated 2 trucks replaced per year, resulting in 20% bag elimination per year, until year 5, when all trucks could be replaced and all trash bag purchases eliminated. (This estimate does not include the cost and savings that could result from the elimination of the blue recycling bag purchases).										
2. Labor: Residential trash personnel services costs for FY14 were \$982,509. With automation, pay scale will be higher for the one person on a truck; therefore, we estimate a 35% savings on current labor costs if we switch to automation, resulting in an annual savings of \$343,878 (\$982,509 @ .35). However, this savings will not begin until after the 5 year truck replacement process moves the collection process to full automation.										
3. Workers' Compensation: The average payout for workers' compensation claims in Columbia's residential trash division over the past ten years was \$132,333 per year. Research from other cities demonstrates a minimum workers' comp rate reduction of 60% when switching to automation. Ann Arbor, MI transitioned to automated collection in 2005 and the workers' compensation claims in their collections division were nearly eliminated. Lawrence, KS's 2012 transition to automated roll cart trash collection resulted in a 65% reduction in workers' comp claims. Minneapolis reduced workers' comp claims for recycling employees by 62% after transitioning to automated recycling pickup in 2011. Therefore, we expect an average annual reduction of \$79,400 (\$132,333 @ .60) in residential trash collection workers' comp claims to result from a switch to automation. Worker's comp savings can be expected to increase by 10% for each truck replaced, estimated 2 trucks replaced per year, 20% per year, until year 5, when all trucks have been replaced or upgraded to automation.										
4. HR & Training, Permanent: HR and Solid Waste estimates a cost of \$2,458.92 to fill one permanent position vacancy and train one new collections employee. The avg. turnover rate for the Residential Trash Collections Division over the past 5 years was 7.6, which could result in an estimated avg. annual savings of \$18,688 (7.6 @ \$2,458.92 = \$18,688, rounded up); Permanent turnover savings can be expected to increase by 10% for each truck replaced, estimated 2 trucks replaced per year, 20% per year, until year 5, when all trucks have been replaced or upgraded to automation.										
5. HR & Training, Temporary: HR & Solid Waste estimate a cost of \$2,149.92 to fill one temporary position vacancy and train one new temporary employee in the residential collections division. Over the past 5 years, the residential collections division has experienced an average annual temporary employee turnover rate of 7.8 (7.8 @ \$2,149.92 = \$16,769.376) estimated avg. annual savings if turnover is eliminated). Temporary turnover savings can be expected to increase by 10% for each truck replaced, estimated 2 trucks replaced per year, 20% per year, until year 5, when all trucks have been replaced or upgraded to automation.										
6. Truck Purchases: Not every collection truck will need to be replaced for automation, a number can be upgraded, based on the the Cost of Service estimates of when our current trucks need to be replaced (See Solid Waste Cost of Service and Rate Recommendation FY15 Update). However, to meet a 5 year time period for full transition to automation, 2 additional trucks will need be purchased in year 1; 1 additional truck in year 3, and 1 additional truck in year 4. The purchase price for each truck is \$344,450, including the price of the currotto can to collect the roll cart.										

7. Truck Upgrades: With council authorization, trucks planned for replacement could be ordered with versatility to collect roll-carts (frontloaders with curotto attachment). Current pricing difference for new types of trucks is \$24,450. Current frontloader ordered WITH curotto option to collect roll cart is \$344,450, and CNG rearloader currently used for collection is \$320,000. Based on the Cost of Service study we will need to upgrade 2 trucks in year 2, 1 truck in year 3, 1 truck in year 4 and 2 trucks in year 5 (See Solid Waste Cost of Service and Rate Recommendation FY15 Update).

8. Roll Cart Purchases: 34,000 Households + 500 spares = 34,500 roll cart purchases @ \$55 per roll cart = \$1,897,500. Roll cart purchases can be made by 10% for each truck replaced or upgraded, estimated 2 trucks replaced or upgraded per year, 20% purchase per year per year (20 @ \$1,897,500 = \$379,500 per yer, until year 5 when all trucks have been replaced or upgraded to automation).

9. Curotto can replacement: The curroto cans (\$34,450 each), must be replaced every five years, which means that two will need to be replaced each year (2 @ \$34,450 = \$68,900), starting at year 5.

Transition to Hybrid PAYT Trash Collection: 10 Year Savings, Costs and Net Savings										
Estimated 10 Year Savings from Transition to Hybrid PAYT Trash Collection										
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
1. Elimination of Annual Trash Bag Purchase	\$452,873 @ 20%= \$90,575	\$452,873 @ 40% = \$181,149	\$452,873 @ 60% = \$271,724	\$452,873 @ 80% = \$362,298	\$452,873	\$452,873	\$452,873	\$452,873	\$452,873	\$452,873
2. Labor Savings										
3. Workers' Comp	\$39,700 @ 20%=\$7,940	\$39,700 @ 40%=\$15,880	\$39,700 @ 60%=\$23,820	\$39,700 @ 80%=\$31,760	\$39,700	\$39,700	\$39,700	\$39,700	\$39,700	\$39,700
4. HR & Training (Permanent)	\$9,344 @ 20% = \$1,869	\$9,344 @ 40% = \$3,737	\$9,344 @ 60% = \$5,606	\$9,344 @ 80% = \$7,475	\$9,344	\$9,344	\$9,344	\$9,344	\$9,344	\$9,344
5. HR & Training (Temporary)	\$8,385 @ 20% = \$1,677	\$8,385 @ 40% = \$3,354	\$8,385 @ 60% = \$5,031	\$8,385 @ 80% = \$6,708	\$8,385	\$8,385	\$8,385	\$8,385	\$8,385	\$8,385
Total Annual Estimated Savings	\$102,061	\$204,120	\$306,181	\$408,241	\$510,302	\$510,302	\$510,302	\$510,302	\$510,302	\$510,302
Estimated 10 Year Costs from Transition to Hybrid PAYT Trash Collection										
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
6. Truck purchases	\$344,450 @ 2 = \$688,900		\$344,450	\$344,450						
7. Truck Upgrades		\$24,450 @ 2 = \$48,900	\$24,450	\$24,450	\$24,450 @ 2 = \$48,900					
8. Roll cart purchases	\$189,750	\$189,750	\$189,750	\$189,750	\$189,750					
9. Curroto can replacements						\$68,900	\$68,900	\$68,900	\$68,900	\$68,900
Total Annual Estimated Costs	\$878,650	\$238,650	\$558,650	\$558,650	\$238,650	\$68,900	\$68,900	\$68,900	\$68,900	\$68,900
Total Annual Net Savings	-\$776,589	-\$34,530	-\$252,469	-\$150,409	\$271,652	\$441,402	\$441,402	\$441,402	\$441,402	\$441,402
Total 10 Year Net Savings	\$1,264,662									
1. Elimination of Annual Trash Bag Purchase: FY11-FY15 average trash bag cost (including this year's TWO black vouchers rather than three) = \$452,873. Elimination of bags can occur incrementally as trucks are replaced (10% for each truck replaced, estimated 2 trucks replaced per year, resulting in 20% bag elimination per year, until year 5, when all trucks could be replaced and all trash bag purchases eliminated. (This estimate does not include the cost and savings that could result from the elimination of the blue recycling bag purchases).										
2. Labor: Because a hybrid system will not elimiate the manual collection of bags for some households, it will not result in the labor savings of a fully automated system.										
3. Workers' Compensation: The average payout for workers' compensation claims in Columbia's residential trash division over the past ten years was \$132,333 per year. Research from other cities demonstrates a minimum workers' comp rate reduction of 60% when switching to automation. Ann Arbor, MI transitioned to automated collection in 2005 and the workers' compensation claims in their collections division were nearly eliminated. Lawrence, KS's 2012 transition to automated roll cart trash collection resulted in a 65% reduction in workers' comp claims. Minneapolis reduced workers' comp claims for recycling employees by 62% after transitioning to automated recycling pickup in 2011. Therefore, we expect an average annual reduction of \$79,400 (\$132,333 @ .60) in residential trash collection workers' comp claims to result from a switch to automation. However, under a hybrid system, assuming 50% of residents opt for automation, we could only expect 50% of the workers' comp savings that would result from automation: \$39,700 (.50 @ \$79,400). Worker's comp savings can be expected to increase by 10% for each truck replaced, estimated 2 trucks replaced per year, 20% per year, until year 5, when all trucks have been replaced or upgraded to automation.										
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8. Roll Cart Purchases: 34,000 Households + 500 spares = 34,500 (assuming 50% of residents opt for automation under a hybrid system, we will need 17,250 roll cart purchases @ \$55 per roll cart = \$948,750). Roll cart purchases can be made by 10% for each truck replaced or upgraded, estimated 2 trucks replaced or upgraded per year, 20% purchase per year per year (.20 @ 948,750 = \$189,750 per yer, until year 5 when all trucks have been replaced or upgraded to automation).

9. Curotto can replacement: The curroto cans (\$34,450 each), must be replaced every five years, which means that two will need to be replaced each year (2 @ \$34,450 = \$68,900), starting at year 5.

Ward	Question
2	Have a bad smell in summer. Have a health hazard also ants in hot weather. I don't want our raised to pay for carts. What about cardboard and boxes? How can we separate or plastic from our paper? Still be hard to re-cycle with the roll carts. The women do all the work and the men don't do the recycling.
2	Could we still keep plastic bags, as well as the roll carts? Won't we need bags to put inside the carts?
2	Why don't we do the pilot program for roll carts?
2	How will the carts help us recycle more? You haven't told us or given us any incentive to recycle more.
2	Will residents receive 2 carts - 1 for recycling and 1 for trash? Can they decide the size of the carts. What are the stickers for?
2	Is it true that once a cell is filled that it can be reused in 20 years and how old is this landfill and does Columbia own it?
2	Using bins/roll carts will require the trucks to run every residential twice to pick up the trash, won't that increase operational costs, and labor costs?
2	Is there an option to take our trash elsewhere and dump ourselves and reduce cost?
2	There are neighborhoods that b/c of low lines and parking - some newer subdivisions can - Its irresponsible to say you have a choice.
2	Why can DND only permit 107 acres/request? You Mentioned "carts" being used is going to be voluntary. How does that solve the problem of some disposing too much trash each week. Will they be required to have multiple carts?
2	Why can't a 2 bag/per R.R. limit be enforced and blue bags for recycling of course. Penalties given on next bill for those who don't comply. Is there an inside city limit restriction on keeping trash carts outdoors for those of us without any garage space for their storage.
2	If there are ordinances enforced now why can't the city implement an ordinance to limit trash bags/week to 2 (and recycling, of course)/Household. Some cities limit large items to certain days. Does Columbia do this?
2	I have a concern regarding the cleanliness of roll carts. I have friends that do a good job of keeping carts clean and their cart is stolen and replaced by a filthy cart. If you do not use plastic bags in the carts an atmosphere to breed insects exists and odors become a problem.
2	Is it that you have already purchased the new trucks? What about the recycling?
2	Will we need new trucks to handle the recycle carts? What is the payback on the new system? Do we have any new landfill sites?
2	What is your recommendation for homes built circa 1958-68 regarding storage of the carts? These home typically have single car garages. I'm concerned about carts in yards. The City is to be commended for the service it offers regarding trash pickup at the garage door for those needing assistance.
2	On the recycling rate do you consider the different recycling companies in Columbia?
2	What is the cost of each cart? What do they weigh? Why did the city buy new smaller bins at Mosers?
2	No one really believes - or at least I dont that having the option not to use roll carts would last for very long. Very soon they would be manadated.
2	I am a new resident in the 2nd ward and I really like having the two bins (blue and green) for paper and plastic. But I never hear that presented as an option. Any thoughts of doing that throughout the city? If not, why not?
2	Why is only 107/700 permitted for landfill? What exactly is the mentioned "automated" trash method?
2	What is the estimated cost of paying someone to count accurately the bags under the pay as you go system? Other drop off bags at your curb.
1	Why did the city only recommend cities (10) with roll carts for the consultant to compare with our system?
1	What is "Productive seconds per stop" when comparing pick up time between current system and roll carts? (from consultant's report).
1	What is the total number of workers and the time range (example: 1 year, 6 months) the city is using to determine turnover rates, also are you including temporary employees?
1	Isn't it true the Residential trash component is the only category in the Solid Waste System that is in the black and making money?
1	Of the cities listed in City of Columbia's infor about cities switching to roll carts, how many went from bags not trash cans to roll carts?
1	City muddies diversion rate by usually combining it with automated including PAYT. PAYT can be done without suing automated roll carts system, not fair comparision.
1	With the report that the city ahd done it shows that the residential collection made over \$1 million more that it cost yet the commercial operation and other lost over \$2 million. So why do you need to raise the cost on residential or go to PAYT?
1	If you can outfit trucks to lift trash carts why not do the same for trash bags?
1	My concern is not middle income folks being able to handle the extra costs. My concern is that the younger families <payt> puts a too great a burden on them.
1	I lived with roll carts many years - burgandy and gray are not such an eyesore as ashlands blue.
1	I demand that downtown businesses be requireed to glass/can recycle.
1	I don't mind paying a flat rate if it makes it better for others.
1	Better employment packages, full time, benefit packages, Our management is at fault.

1	Have you ever done a study in cities where there is often no sidewalk or safe way for less abled folks to bring a cart to curbside. Not documented disabled but those less abled to lug carts thru mud over ice down hills.
1	What is the source and origin of the roll carts and the plastic bags? How much of the plastic is derived from recycled material and how much from raw material?
1	Where is the data regarding rollcart injuries coming from?
1	Can you take the rollcart with you when you move or does it belong to the property?
1	How will the bag fee be assessed?
1	Why are offices/commercial/multi-family not required to recycle?
1	Illegal dumping of excess trash will increase with bins?
1	Austin - outsourcing? Decreased turnover?
1	Would like to hear more about increasing recycling as Barbara had started explaining.
1	Is it true that for years trash employees did not receive holiday pay. I think this would add to turnover. Increase pay and full benefits.
1	Has there been a consideration of replacing the current administrators to someone with a better vision for the city.
1	How has the addition of yard waste to the landfill to benefit the biomass generator effected the diversion rate?
1	What will be the monthly rate for each size cart?
1	Could you present to everyone the entire cost/benefit of both staying with bags or the cost/benefit of roll carts? Perhaps a page of the analysis.
1	How will trash carts encourage more recycling?
1	When is "eventually" for recycle carts?
1	I believe rolling my trash out in a cart will be easier on my back than lifting a trash bag. Medical experts will back this up. Why does SWAG dispute this? Talk to your medical experts Columbia!
1	I have researched roll carts and find the positives clearly outweigh the negatives. SWAG claims seem unfounded. Our community should be informed with facts not myths. Why is SWAG using scare tactics?
1	Both the city and swag acknowledge issues with the current black bag system. The city staff is offering us an alternative. SWAG does not have an alternative. Why is SWAG confusing us with negative rhetoric without giving us a better alternative?
1	What data do you have that roll carts would injure elderly and disabled? Wouldn't the elderly and disabled have more issues carrying bags to the curb?
1	I understand that for rollcarts to work, the streets must not have cars parked on them on pick up day. I (and several others on my street) have a shared driveway and I can only park one car in the driveway without blocking my neighbor. But my family have several cars (4). I won't be able to just park further down the street or on the next block on pick up day. How will I deal with this problem?
1	How will roll carts increase recycling?
1	How many plastic trash bags equal the plastic to make different size roll carts?
1	Has the city conducted a work analysis ie determination of the optimum approach for the people doing work to do so in a safe manner? If not, I suggest that such an analysis by an occupational therapist is needed to provide a non-injury approach.
1	Perhaps a more equitable salary for the worker is needed.
4	Are you saying that the line item for trash pickup on the City of Columbia bill would be 0 if a household opts not to have a roll cart? If not 0, what would the base cost be for the privilege of having the trucks go thru the neighborhood?
4	To SWAG: Explain how roll cars cause employee injuries? How would you enforce weight limits? Would you be willing to limit the number bags per household?
4	Plastic Recyclable Waste: 1. What will happen to it? Can you promise it will not be landfilled? 2. Was the adding of grades 3-7 announced in "City Source"? If so can you explain it again? P.S. I set out 19 bags this morning!
4	Isn't it true that residential trash collection is the only aspect of waste management operating in the black? Why not focus on those operating in the red?
4	How many workers that are counted in the turnover rate move to different departments?
4	Swag and GRO have demonstrated their opposition to roll carts and pay-as-you-throw models. Meanwhile, representatives of the City have demonstrated real and significant problems with the current system, including work comp, high turnover, landfill over-usage, and low diversion rates. The City has also shown that roll carts and pay-as-you-throw models have dramatically helped other cities deal with similar problems. Assuming SWAG and GRO are not willing to dismiss these stated problems out of hand, what specific alternative are SWAG and GRO willing to propose that will address these challenges facing Solid Waste?
4	What if someone chooses a roller cart system? But over stuffs it?
4	Have you observed Jefferson City on a Saturday morning? Carts are everywhere and laying in the street, but certainly not put away.
4	Please elaborate on the options for yard waste. Two systems were alluded to. What are they in detail?
4	Why is there no consideration for a sticker system? Right now Columbia residents pay on a monthly basis. In Germany, for example, if you don't put out a cart with a sticker there is no cost. In Columbia, residents pay a monthly fee and then are expected to pay more. Why?

4	Who pays for the carts? How much is each black cart going to cost?
4	How much did refuse increase after we lost our can and bottle ordinance?
4	Even if rollcarts are implemented over time it is still \$5.9 million of new cost. How will that be paid for?
4	Why doesn't the city provide recycling bins for the 8-story Oak Tower?
4	High turnover does not always mean the employee dislikes his job or it is too hard. Published research (Human Resources) indicate it can be a management problem. Is this recognized by Public Managers? Have you asked the public works employees?
4	What sets Jefferson City apart? They have a 48.4% diversion rate.
4	Can't we collect yard waste in a yard waste roll cart? MRF rate in 2014 was low what was done to lower that #?
4	Wouldn't \$2.4 million (cost of roll carts and currotto carts) be better spent on those employees? \$10/hr. more for 4 years for every employee
4	I am 85 - How am I to get the cart to the curb when there is ice or heavy snow? In good weather there is no problem.
4	What research do you have on how long the plastic garbage cans last? We moved from a city that used these and each can lasted less than a year?
4	As a 2 person household with 1 black bag of trash - how will I save money with pay as you throw?
4	The Cit is going to spend about \$6 million on carts and trucks, where is this money coming from? This is also tax payer dollars. Money also to build a singlestream recycling center, How much?
4	Would Columbia, like Austin, offer Bulk Trash Days a couple times a year when customers could put anything and everything out for pickup for no extra charge?
4	I missed presentations. Can you list several ways this pay as you throw system will increase our recycling rate from 17% to the Jefferson City rate of 37% and National rate of 38%.
4	What happens after 10 yr lifespan? land fill? What are roll carts made of? 100% recycled plastic?
4	What about the pick up of leaves at the curb?
4	Is the material the roll carts are made of recyclable? Can there be a weight limit on bags placed at the curb? Just leave it if it's overweight.
4	If you get the smallest bin b/c you only usually generate 1 tall kitchen bag worth but sometimes there is more garbage generated, how do you get rid of and pay for your larger amount?
4	Bloomington/Normal, IL recently went to rollcarts. Public comment caused them to add a 3rd tier (smallest cart) to system. The result was many more people selected the smallest tier this caused the new system to recieve much smaller revenue than was projected. To fund the new system. This week and noticed on the newspaper website, they increased their garbage pickup fee by \$6 a month.
4	I protest dealing with rol carts before we ahve a good cost of service report. Why should we make this decision without sufficient knowledge?
4	The roll carts are very large and ugly and I have no place to put one. Bags are better.
4	How do wheely bins hlep with workman's compe and workers retention?
4	Why do you think recycling rate would increase if the roll carts were introduced? It is not clear to me that people would put recyclables into a cart as opposed to a bag.
4	What is the initial capital outlay to switch to rollcarts? How much just for the carts?
4	There is no room in our garage for a wheeled barrel. Having it stored outside is unsightly. The current method works great. No mess no fuss.
4	If we go to a roll cart system, what would the cost be to upgrade the waste MRF site to be able to handle the increase in sorting from a singlestream system? What would the savings be?
4	If a PAYT system is used and assuming rollcarts are not used, what is to prevent people from putting trash in recycling bags?
4	Which system do the garbage collectors themselves prefer?
4	How would yard waste be handled with roll carts?
4	Have you figured the cost effectiveness of each pick-up method?
4	If a rollcart system is put in place, how long will it take to see a net gain versus the current system?
4	How much longer will it take at each stop to empty roll carts and how much more per residence will the equipment (trucks & carts) cost.
4	Is our current residential waste system losing money?
4	How many workers will lose their jobs as a result of this change? What provision will be made for them?
4	Many cities that have implemented roll carts have outsourced hauling to private contractors. Have you considered this?
4	Are we on our way to privatizing our trash service like Fulton?
4	If my neighbor chooses to have a cart and I choose to stay with bags. Do we both pay the same rate? (even thought he gets a cart and I do not get bags.)
4	Do we own the cart or are we actually renting them?

4	You said Austin, TX now has a turnover rate of 6%. Isn't that b/c Austin outsourced all their residential hauling to private contractors?
5	Is there any data on how many law suits have been filed against cities due to injuries caused by roll carts?
5	If recycling was 17% ten years and is still only 17%, doesn't that prove the city has not educated the public by all means possible? How is this 17% figured-is trash and recycling weighed by each truck?
5	Where does the city get the up front money to pay for trucks and rollcarts? Will this be another bond issue?
5	If high risk for injury why don't you pay grab collect more like other industries do?
5	With carts - varying amounts trash, recycle food - How is this handled?
5	What happens to the blue bags we put our recycling in? Are they recycleable? If they aren't isn't that defeating the purpose?
5	What are the EPA definitions for - recycling - Diversion. Does Columbia plan to change to these different definitions.
5	Aren't citizens paying for blue and black bags. That is they are not nor have been " free". Cutting back on the numbers of these bags means getting less for the money we pay.
5	How many more workers will be needed to separate the single-stream recyclables?
5	Why don't you do with WI does if see recycles in garbage bag (is clean) put note on to separate recycle and leave the bag there?
5	City Staff: When you exit interview staff what is the distribution of reason given for leaving?
5	Do we put trash and recycling materials in the same roll cart? What do you pay trash employees? Do other cities include there downtown recycling in the totals?
5	Will people use plastic bags in the roll carts? If so, how do the roll carts cut down on plastic bags in landfill?
5	Since this is near the end of these meetings, do you recognize that the majority of your customers want to keep the current system, if so, will you cease your campaign for roll carts?
5	With Carts - what is single stream? snow depth, experience? How does singlestream increase recycle materials?
5	Isn't workmans comp costs a changing number? Up 1 year, down another? Various departments, various costs.
5	Why is the city trying to compromise the beauty of our city?
5	Why are we thinking about using roll carts? Why try to fix something when its not broken? Just remain using bags.
5	Why change a system of trash collection when it works so well. The masses do not want roll carts so why is this being pursued? You need to pay the workers a better wage so there is not very much turnover. Wouldn't that solve a lot? Roll carts will not help recycling more.
5	The Tribune editorial recently reported only 1 person would be needed on new roll cart trucks, yet Mr. G. said that 2 persons would still be needed. Who is correct?
5	How would roll cart trucks pick up carts on narrow streets when cars park on both sides on a daily basis?
5	Rumor has it the City has already purchased 3 new trucks for the roll carts. True or False?
5	Why doesn't the city enforce a "black bag" rule?
5	Cities w/ roll carts pile extra garbage on top - outside of cart. Will the excess be picked up?
5	As you have stated - residents will have a choice of systems - if so and if a majority stay with the current system how long can you offer to operate two systems?
5	Why not decide this issue by a vote of the residents.
5	How are you going to assist disabled with steep driveway. Currently we have arranged w/ the city from him to have collectors come up to the garage door but 1/2 the time they just drive by as it is the cart will simply roll down the driveway.
5	Since singlestream recycling requires a MRF with advanced equipment, where will Columbia send its singlestream recycling? Or is Columbia planning to build such a facility? Has the city considered the high percentage of singlestream recycled materials which are contaminated - using this process - In St. Louis the percentage is 25% of all material and up to 40% of glass which is contaminated in this process.
5	From what dept. of the city gov did the concept "pay as you throw" originate?
5	How is the conversion to roll cart being cost justified? What will the total cost of conversion cost? Trucks, carts what is the primary reason for converting to roll carts? Does the city really care what the public thinks of roll carts?
5	How can we make it simple for manufacturers to take back , via retail stores, their containers (bottles, boxes, etc.)?
5	Is the city going to have a recycling - booth- for - education purposes this weekend for Earth Day?
5	Why not roll carts to a citywide vote. I don't pay thousands a year in property tax to look at these roll carts that are left out all day.
3	Did you consider how much residential recycling goes directly to local businesses and not curbside pick-up?
3	Do you have the diversion rate for the city as a whole including all trash and recycling?
3	How much is the consultant being paid? And what is the status of the final report?
3	How to handle single 4 plex or single duplex-- can't put a mattress, etc. in either a roll cart or bag. Owner of property should not be responsible!

3	Have samples of residential trash been analyzed to determine the type and quantity of recyclables being thrown away? If so, what are the numbers?
3	What is Columbia's recycling rate? I read it is different from Diversion rate.
3	I'm definitely not in favor of roll carts! What if I have no room in my garage? And can't put them back?
3	Have you thought about the unintended consequences of PAYT, where customers who recycle now decide NOT to have 2 carts, so they throw their recyclables in the trash and stop recycling all together?
3	Got roll cart for 4 feet tall people?
3	We can't put in garage. What happens in spring with high winds & carts blow down the street?
3	What happens when the trucks mechanical arms breakdown? Can't keep trucks up NOW
3	Have you ever thought about going to pick-up every other week? As I drive down the pick-up areas about 1/3 to 1/2 of the households have trash and recycling out. Every other week would also cut down on pollution from the trucks, maintenance on trucks, & would only need 1/2 the workers. The trash rate could go down and the city would make income.
3	Columbia puts yard waste in the landfill to make methane. What would our recycling rate be if that weight was counted as recycled--as many other cities who compost yard do?
3	If the city goes to roll carts will there be an ordinance requiring residents to store the carts out of view from the street? What protection will churches, etc. who have dumpsters be afforded to prevent illegal dumping in their dumpsters if a PayT system is adopted?
3	Have you ever spent real time watching roll carts in actual operation (not a tape?)
3	Several summers ago I was home and able to see my trash picked up. Week after week the trash men put recycling on our street into the trash. I made several calls and finally this stopped. But what checks are in place to make sure this doesn't happen? Of course we have low rates if this occurs.
3	PayT-- why not use bar codes on trash bags?
3	I'm disabled-- how can I move cart down & up 120 ft. gravel drive?
3	With the new system, will it take longer to pick up trash? What will happen to employees when the mechanical arms take their place?
3	Your residential recycling rate includes apartments, what is the rate for residences without apts.? Just those who would be using roll carts?
3	If one of the goals is to increase recycling, what is being done to increase recycling at apartments, especially with the new buildings and University's intention of increasing enrollment even more?
3	Do you plan to issue bonds to pay for the carts and trucks? If not, how will you pay the up-front costs?
3	When will this issue go before council?
3	Has it been considered to provide employees with back support, boots, gloves, etc?
6	How much in total profits does Columbia landfill make in a year?
6	Will one roll cart a week lower my trash bill?
6	While walking my dog in this neighborhood I often see large plastic children's toys--big ones they put out for trash because there is no program to help re-purpose these--Why can't B. Buffalo develop a re-use option for these toys? Note--won't fit in roll cart.
6	I recycle as much as possible, but I have given up on leaving recycling on the curb because there have been too many problems. If we go to PayT will I be penalized if I take my recycling to the bins instead of putting it on the curb, will I be penalized?
6	Are you going to put it to a vote? Are you charging for amount? What are you going to do about people putting their garbage loose in the cart, mixed in with the recycling items, will we have to buy our bags?
6	How long would we have the option of trash bags or carts? Also, would trash in neighborhood be picked up on same days?
6	How is the city promoting use of recycling? Charge if don't use blue bag? What is ward distribution of use of blue bags?
6	Why have bags been shortened? 2 years ago shortened 4.5 inches, now another 4.5 inches? Total 9 inches shorter?
6	What advertising has there been for increased recycling? I.E I didn't know about the increase to all types of plastics recycling for quite some time.
6	What say you to the proposal to replace the force behind the roll carts with fembots to cut down on compensation? How about treating human workers with more dignity than as disposable, in favor of robot arms?
6	With roll carts will the city be paying a liveable wage---more like \$25.00 per hr.?
6	If the turnover is so great with trash pickup personnel, why don't you raise the price of the service and pay these people more \$\$\$?
6	Is solid waste collection considered entry position? Where do employees go when they leave?
6	Will the city ticket cars parked on the street in front of roll carts??
6	If my empty roll cart ends up in the street and is hit by a vehicle, who pays for my roll cart and who pays for the vehicle?
6	I have some rental property...what happens if a tenant is evicted and there is a huge pile of trash & furniture left on the curb? With the present system it just automatically disappears!

[illegible]

Public Comment Form

RECEIVED

Future of Residential Trash and Recycling Pick-Up

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Public Works – Administration
City of Columbia
PO Box 6015
Columbia, MO 65205

Comments may also be faxed to....**(573) 874-7217**
or forwarded via E-mail to... **pubw@GoColumbiaMO.com**
(please include "Future of Residential Trash and Recycling Pick-Up" in the subject line and provide your name and complete mailing address)

Please Provide Comments

Two years ago, the citizens of Columbia made clear to the City of Columbia, their negative feelings regarding rolling trash carts. My negative position has NOT changed. Lack of storage space is a major factor for homes with one-car garages. Carts left in front yards, porches or the street are unacceptable. Carts left at the curb may make a home

appear ~~on~~ vacant and encourage break-ins -

These are but a few of my concerns -

Signature: Margaret R. Niemeyer

Niemeyer, Margaret R.

Name

E-mail/Telephone

200 Parkade Blvd.

Columbia,

Mo. 65202

Mailing Address

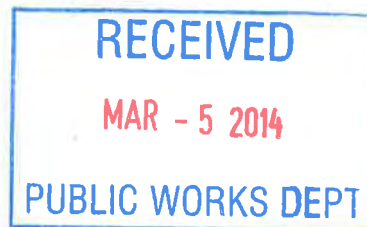
City

State

Zip

ward 2

Columbia, Missouri
February 21, 2015



Dear Councilwoman Laura Nauser,

I urge you to vote against, campaign against and in any other way I might not have thought of, resist the proposed rolling trash cart plan. After hearing many of the, often emphasis flexible, arguments presented by the Solid Waste Department and others in favor of the plan, I'm beginning to doubt that ecology, finance and safety are the real reasons behind the effort.

Over the past couple of years almost every possible line of reasoning, both for and against, the roll carts has been presented discussed, studied, and evaluated. It would seem that no new creditable facts remain to be offered. Most information suggests that an overwhelming majority of the households currently being served absolutely don't want to change to the roll carts.

My thoughts (and the thoughts of many people) are that we currently have a smoothly running system with a high degree of costumer satisfaction. Why on earth is their such a push to change it -- you know the old adage "if it ain't broke don't fix it." The financial component is often discussed, but the city never seems to offer one simple solution -- just increase the monthly rate to a point that the department's finances are no longer an issue. Folks aren't going to like the increase, but it would probably be preferable to having to deal with the carts.

Thanks for whatever you can do to help,

Larry Walters

1412 Strathmore Drive

Columbia MO 65203

copy: John Glascock ✓

April 23, 2015

Mr. Sapp,

Recently, I had the opportunity to attend the 'roll cart' discussion meeting at Gentry School and want to share with you my impressions of the meeting and the possibility of changes in the trash and recycling pick-up program in Columbia.

The organization and meeting plan was done in a manner that allowed all to participate in a meaningful way. Prior to attending the meeting I was leaning toward keeping the current system. Since the meeting, not so much so. If a vote were held today, I'm not sure how I would vote on the matter, however, that is not my purpose for writing.

The city staff members who participated in the event were very professional in the presentation and in their demeanor. This was true of the two main presenters as well as the four or five who responded to questions from the audience. They were well prepared--had clearly done their homework, presented their work in a succinct manner and were open to the notions and questions presented to them from the audience. All of this was done in a calm, positive and focused manner.

While most in the audience were able only to articulate their opposition to the presented suggestions, your team clearly has been looking forward to improving the current system. This is exactly what I expect in the city, among the council and staff charged with preparing for the future of the larger community--researching possibilities and making viable suggestions with appropriate alternatives to the City Council.

Kudos to all for a difficult job well done!

A handwritten signature in cursive script, reading "Phyllis Stoecklein".

Phyllis Stoecklein
1115 Chadwick Drive
Columbia, MO 65203

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Please Provide Comments

I attended the meeting for the 4th Ward last ~~year~~ ^{evening}. I much prefer ^{using} the black trash bags and present method of handling trash — one day a week it sits out for an hour or two, no ugly (sometimes filthy) carts sitting out for ^{days}. I like the sanitary aspect of the present method.

I wish the bags were biodegradable because it makes a difference how we treat the earth, atmosphere and people. Picking up trash is a job for which people get paid better than many ^{others}. I think that's so; is it? Use smaller bags so they are ^{not so} heavy.

~~that~~ I do think the world is going to get messier, but let's not make a mess. Carts are manufactured "things" — stuff. People, including me have too much stuff already. Let's not clutter up the world needlessly more than it is already.

Finally, I have been using cloth grocery bags for a long time. And I use my plastic bags over and over until they get a hole but they are tough and sturdy. Let's get folks educated about how they pollute the streets, streams & ocean; it's necessary to survival.

Mrs. Sue Bader
104 Westwood Ave.
65203

Thank you for a chance to express my views & hear how my neighbors feel.

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Please Provide Comments

1. A huge concern is that the City Council is putting this on the residents of Columbia. Aren't the Council members supposed to listen to the people in their precinct and act on their behalf?
2. The City representatives are being very evasive about questions asked at the meeting or not answering their question at all.
3. I don't see the residents of Columbia needing this trash container or that they should be penalized for all of the trash at the Ballgown, apartments, hospitals etc. I doubt the "container" issue will affect them at all.
4. The "container" will inconvenience many people, be a huge expense for the

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Please Provide Comments

I ATTENDED TWO OF THE WARD MEETINGS ON "ROLL CRATS". BOTH VOTED IN FAVOR OF KEEPING THE PRESENT SYSTEM. I BELIEVE THE VOTES WERE 21-9 AND 18-10. (WE DECIDE PRESIDENTIAL RACES W/ 2% MARGINS).

A SURVEY SHOWS 90% SATISFACTION WITH THE PRESENT SYSTEM.

BRING THIS TO A VOTE OF THE PEOPLE AND END THIS ONCE & FOR ALL!

RECYCLE RATES WILL GO DOWN DRAMATICALLY IF ROLL CRATS ARE "PUSHED THROUGH". I FOR ONE WILL LET THE CITY SEPARATE MY TRASH & RECYCLABLES.

We will need to see "NO PARKING" on
CITY STREETS ON TRASH DAY, NEW TRUCKS
WILL NOT BE ABLE TO REACH OVER PARKED
CARS. CHAIRS WILL NEED TO BE PLACED IN
CENTER OF DRIVEWAYS??

ON ANY ONE DAY OF THE WEEK AFTER
TRASH PICK-UP WITH ROLL CHAIRS, OUR CITY
WILL LOOK LIKE "STONEHENGE" ONLY IN
A ROW. AFTER BAGS ARE PICKED UP
STREETS ARE BARE!

SUPPLY HEAVIER BAGS, BETTER WORK GLOVES,
GIVE RAISES TO TRASH PICK-UP PERSONNEL,
RAISE OUR RATES -- THIS IS A NO-BRAINER!

WE STILL HAVE TWO SERVICES IN COLUMBIA
THAT ARE "A" PLUS, THE FIRE DEPARTMENT
& MIXED REFUSE DEPT. LETS NOT TAKE
IT TO ONE.

MR SAPP, THANKS FOR YOUR TIME IN
REMAINING THIS!

Signature: William M. Klot

William M. KLOTE #1

Name

Ward

E-mail/Telephone

1201 JEFFERSON ST.

COLUMBIA

MO

65203

Mailing Address

City

State

Zip

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Please Provide Comments

Interesting meeting;

What about mail boxes? Our P.D. man won't deliver if he can't get to mailbox. With all the rentals having so many cars on the street, putting out a cart could be a problem.

We have had carts before but in a more rural area.

Keep the bags in the city!

PS Can't compare cart usage in a city (Fulton etc) not as big as Columbia!

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Please Provide Comments

I am 84 years old. I have had both knees and a hip replaced.

I used roll-carts - garbage and combined recy. - in St. Louis County for nearly five years. When I returned to Columbia, I couldn't believe we still have the old, inefficient, labor-intensive non-system. I WANT MY ROLLCARTS, INCLUDING COMBINED PAPER, TIN, GLASS, again. In St. Louis, I had a very steep driveway, but I handled the carts with ease, even taking both at once up the drive after they were emptied. I hate having to find ropes and bags that may rip or fall apart in rain or snow to hold my paper recycle and then carrying it piecemeal, to the curb. Jeff. City and Fulton use roll-carts. What's wrong with backward Columbia?

Besides, University Ave. is trashed by careless

student tenants whose plastic bags spill
their contents.

Let's get with the program, COMO!

Signature: Jill Raitt

Jill RAITT	6th	jraity@missouri.edu	
<small>Name</small>	<small>Ward</small>	<small>E-mail/Telephone</small>	
1806 CHIFF DR.	Columbia	MO	65201
<small>Mailing Address</small>	<small>City</small>	<small>State</small>	<small>Zip</small>

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Please Provide Comments

USING A PAY TO THROW SYSTEM WOULD ENCOURAGE RECYCLING
INDEPENDANT OF WHETHER THE CITY MOVES TO A CART SYSTEM.
I HAVE NO OBJECTION TO THE CARTS, BUT I DO BELIEVE THAT
THOSE WHO DUMP THE MOST SHOULD PAY THE MOST.

David Allen

3706 SHADOW GLEN CT
COLUMBIA, MO 65203



CITY OF COLUMBIA, MISSOURI

PUBLIC WORKS DEPARTMENT

October 17, 2014

Mary Hussmann
210 Ridgeway Ave
Columbia, MO 65203

Re: Questions regarding potential solid waste changes

Dear Mary Hussmann:

Please find below our staffs thoughts and comments regarding potential changes to solid waste you raised in your correspondence.

1. "If it ain't broke, don't fix it!" Since there is no organized grassroots demand for changing the system of trash collection, why is the City staff spending so much time and money trying to make us change? How much time has been required this year to study proposed changes?

A - As with all of the services the city of Columbia offers and supports, we value continuous improvement through planning, learning, and innovative practices. It is staff's job to explore new ways to perform tasks to learn if there are benefits.

We do not have a record that has tracked the amount of time staff has spent studying trash collection options. A Cost of Service Study has been conducted by MSW Consultants, as should be done periodically to provide information for utility rate setting.

2. Since City polls have shown 85-95% satisfaction with the trash collection system "as is", why are you so hot to change it in such a major way?

A - We continuously look for ways to improve customer service and stabilize operations across the city. We continue to study what, if any, improvements could be made both operationally and financially, and what scale and at what pace to implement changes should council direct us to do so. We plan in the very near future to host ward-based meetings to gather customer input while providing a brief overview of current solid waste operations and what the financial and operational future of the Solid Waste looks likes according to the data we have.

The current trash collection system encounters operational challenges that are worsening over time as today's workforce changes, including worker's compensation costs.

3. Let's say you make major changes to the garbage system and the great majority of Columbians hate it, would you work with the people to change it back to return to the system the majority of the people approved of?

A - Our goal would be to refine any changes, communicate those changes, and implement any changes in such a way that the majority of our customers would be extremely satisfied with the service. One of those methods may be one or more pilot programs which would provide our customers as well as our staff the ability to evaluate, make changes, and evaluate again before proceeding with further implementation. Many communities implement a phased-in approach for changes to customer services that can span several months or up to a year or more.

4. Since trash changes affect everyone, would the City staff consider recommending a vote of the people regarding keeping or changing the trash system?

A - This is a question which you should raise with your elected council member(s). Staff does not have the authority to authorize a matter be placed on a public ballot.

5. Does the City Manager or any City staff working with the trash issue or any Council person have stock or investments in natural gas or any aspect of the trash process that would benefit them financially?

A - Not that we are aware of.

6. Are our worker incidents higher or lower than the national average? How many and what kind of worker injuries have occurred in 2014?

A - Attached is the latest workmen's compensation figures and types of injuries for the City of Columbia Solid Waste Division, residential collections. The latest data from our Risk Management Division indicates that between 2009 and 2014, total claims were \$507,169.61. A goal of the city is to provide a healthy and safe work environment for all our employees. This creates a better work force and reduces financial costs to our customers. The manual Refuse Collector position that services residential customers is a very physically demanding job. The current trash system allows unlimited amounts of material which is taken advantage of by many and is inequitable in paying for the system.

7. What is the current procedure for getting signed up to receive the vouchers in the mail?

A - When a customer signs up for utilities through the city of Columbia, if they are eligible for curbside trash/recycling collection, the customer is automatically enrolled to begin receiving vouchers for bags. Likewise, when a customer discontinues service, they are removed. Utility Accounts Billing and IT work with WasteZero (the voucher/bag contractor) to ensure the list of current customers is updated periodically and new account holders are identified and vouchers mailed.

8. If there is anyone outside Columbia dumping trash into our City-owned landfill?

A - Yes. The city of Columbia operates a regional landfill which is open to accept waste from an eight-county mid-Missouri solid waste management district.

9. If so, how does this happen...is it by contracts or just paid for "at the gate" when a garbage truck or trucks arrive?

A - We have no waste acceptance contracts for the Landfill. Customers are asked where they are coming from upon weighing in at the Landfill scale house and this information is recorded in the ticketing software. Thus the customer is billed at the gate or billed for services.

10. If others outside Columbia use our landfill, how much money is generated in the landfill by each of the counties or cities or towns or out-of-Columbia private commercial garbage companies dumping their trash into the landfill?

A- Our landfill disposal rates are the same for all non-city haulers, whether from within the city limits, within Boone County, or from another county. For instance, during August 2014, a little over 2,000 of the 14,109 tons the landfill received came from customers who identified their waste as being from outside the city limits. Revenue from private haulers who haul from both within the city limits and throughout the Mid-Missouri solid waste management district has provided over \$2.4 million to support landfill operations for fiscal year 2014 (11 of 12 months included.)

11. Is the City of Columbia advertising to get more counties/cities/out of City businesses/garbage haulers to contract for dumping in Columbia's landfill?

A - No advertisements have been published.

12. How would any of the City's changes under consideration lessen the amount of plastic bags in the landfill?

A - If customers are paying more proportionate to the waste they place out for collection, and recycling is not limited by volume, it is likely that the percentage of waste recycled would increase and the amount of refuse would decrease.

Utilizing roll carts should result in fewer large black trash bags being landfilled as users would typically just combine all smaller household trash bags into the roll cart rather than bulking in the large trash bags used in Columbia currently. Studies and other cities' experiences have shown that automated trash collection can reduce the number of bags due to declines in the volume of trash generated by customers. Most reports show an increase in recycling of 30% or more. This could reduce the number of bags used by customers and increase recycling efforts.

13. How much money is the City making off the recycling program?

A - Revenue recovered from recyclables fluctuates based on commodity markets. We do not "make money"; monies received support operations. Revenue from marketed recyclables the past few years is:

FY14 (not final) = \$879,276

FY13 = \$967,013

FY12 = \$1,108,246

FY11 = \$1,390,805

14. Why does Columbia only recycle #1 and #2 plastics? Why aren't we working toward recycling all plastics?

A - Historically, there has been little to no market value for #3-7 plastics. At some times, these have only been recyclable at a loss (example, paying someone to take them.) Other times, markets vary at a few cents/pound. The cost of collection, sorting and processing must be considered as well as the space required to do so. This is another area which staff is evaluating with planning, learning, and innovation to see if the cost to expand acceptable plastics locally is fiscally responsible or if perhaps the city of Columbia could enter into a contract to ship materials to a larger recycling facility that incorporates more plastics in their program.

Currently plastics outside of the #1 and #2 rigid plastics are not cost-effective for the city of Columbia to recycle as our processing space is utilized for higher value materials that are also found in the waste stream. If the Material Recovery Facility is expanded and/or decisions are made to utilize other outside processors, the types of recyclables accepted will be re-evaluated. It is hopeful we will accept many more types of plastic in the future.

15. Wouldn't stopping the provision of good heavy black bags result in cheap bags being filled with garbage and then being dug into by animals or result in breaking as the collector picks them up? So, wouldn't the City be dirtier and less safe because of this garbage debris?

A - Animals dig in the bags the city provides as well as other bags. Per ordinance, it is the citizen's responsibility to place their refuse in "a bag, disposable container, or securely bound bundle..." Only about 2/3 of our customers who received the first two bag vouchers during fiscal year 2014 actually redeemed them, and many customers place out more bags in addition to the bags they receive with their vouchers. This means on a weekly basis, refuse collections are made for many bags that are not from the city voucher redemption system.

It should also be noted that as costs have risen, we've already reduced the thickness of the bags used for the voucher program to prevent rate increases. If prices continue to rise, we may have to reduce the bag thickness to 1.5 mil or lower. A recent observation of bags available for purchase at local retailers show the average bag thickness is around 1.0 mil, plus or minus .2 mil.

16. If a lot of cheaper bags are bought by people and they often break open when they are picked up or animals have gotten into them overnight, won't this be an extra time-consuming job for our workers to clean up the mess?

A - It is not the refuse collector's responsibility to clean up materials that are not contained in "a bag, disposable container or securely bundled..." It is the citizens' responsibility to place materials out according to guidelines established in city ordinance 22-159(g).

It should also be noted that carts are sturdier than bags and carts have attached lids. Communities that have moved to carts report a decrease in spilled trash due to broken bags and animals tearing open bags.

17. What about dumpsters? Will their collection charges change?

A - Yes. Rates for commercial trash and recycling collection changed effective October 1, 2014 after council approved the rate changes at the September 15, 2014 council meeting.

18. How much would each new diesel truck cost? How much would each natural gas truck cost? How much would each cost with the side-lift on them? How much would buying all these raise our trash fees?

The last diesel-powered front-loading refuse truck was purchased in fiscal year 2012 at a cost of \$264,471. The two front-loading CNG refuse trucks purchased this year cost \$246,325 each. Generally, large trucks of this nature can cost up to an additional \$40,000 to be configured with CNG; however, the city's procurements are competitively bid with a goal of getting the best price and the CNG technology is becoming wider spread, which will drive the costs down to be more competitive.

Collection vehicles can be retrofitted for servicing roll carts by the addition of a front-loading container (example: Curotto-can brand) for \$35,000-\$40,000 per truck.

It has not been determined that automating trash collection would raise the trash fees at all, due to the offsetting efficiencies the system would provide.

19. Have any trash trucks using natural gas been purchased as yet? If so, how many and how were these authorized?

A - Yes. As of this writing the city has five CNG solid waste collection vehicles in service, with four others on order and three budgeted for fiscal year 2015. Vehicles are purchased through the annual budget process that is approved by council. All of the CNG vehicle purchases were approved by council and, as mentioned, are competitively bid to obtain the best pricing.

Regarding pay per bag:

20. How would the blue bags/recycled material be picked up and would people be charged more for them if they exceeded a certain number?

A - Currently there are no proposed changes to the blue bag recycling program although we are evaluating how we can better serve our customers and increase recycling by our customers.

21. Would the system be "pay for each bag" on the curb above a certain amount or would it be "pay for additional bags outside a resident's roll cart"?

A - There are various ways a Pay As You Throw (PAYT) system could be implemented and they will require direction by the council. Some communities provide stickers, at an additional cost, that go on extra items that will not fit in carts if the community uses carts. Some communities require the customer to use bags which have an emblem printed on them, or a specific sticker to be placed on each item set out. If a community allows a customer "X" number of marked bags, additional bags could be collected using a sticker system where the customer pays a fee to obtain the sticker.

22. Any “pay-per-bag” proposal sounds like it would be very bureaucratic. Are you saying that every house would have to be accessed every week to find those who would not be charged more and those who would be charged more?

A - No, the collectors and/or drivers would not be required to create additional paperwork or count bags, etc. See number 21 for potential ways to implement a PAYT system.

23. What is the way that cardboard, appliances, electronics, leaves, grass or twigs would be picked up? Would this involve an extra charge?

A - Cardboard is a recyclable material and would still be picked up as it is done today. Appliances and electronics currently can be picked up although we prefer folks recycle those at events which are held semi-annually for E-Waste collections. Appliance collection currently has an additional fee since it is banned from the landfill by state regulations and requires separate handling. Residents may place leaves and grass with their refuse, compost at home or use one of the Mulch Sites. The Mulch Sites are located at Capen Park Drive (located off Rock Quarry Road, South of Stadium) and Parkside Drive (located off Creasy Springs Road) and are for residential use only.

Any “extra” charges would follow the model of a PAYT should it be adopted.

24. Doesn’t a pay per bag system punish larger families (many of whom are already struggling to “make it”)?

A - A PAYT system is designed to make collection equitable based on the amount of refuse disposed, similar to other utilities such as electricity and water. In most cases, PAYT increases the amount of materials recycled and hence lowers the amount of refuse generated and placed curbside.

25. Aren’t you concerned that, in order to avoid additional charges people would put their trash into commercial dumpsters, apartment dumpsters, CHA dumpsters, trailer park dumpsters, City dumpsters, university/college/school dumpsters, construction site dumpsters or other city trash containers (downtown or in parks) or just toss a trash bag into another resident’s yard or throw it onto a roadside or even put trash into the blue recycle bags?

A - These scenarios already happen with the current system. All these scenarios are illegal and the police can enforce with proper notification and witnesses. Communities that have adopted PAYT don’t seem to report a noticeable increase in illegal dumping, etc.

26. Would we have to pay for “trash police time” to stop illegal trash dumping?

A - We already monitor for illegal or improper dumping.

27. How much would base rates change in a “pay-as-you-throw” system?

This will depend on which service scenario the council directs the utility to implement. The Cost of Service Study will be presented and help us understand what rates we should be charging for various services provided. Some communities with a PAYT system have actually seen refuse rates decrease. This has helped stabilize the utility’s rate increases. Our goal is to provide our customers with an acceptable service level at the lowest costs possible.

28. What happens if people only pay the base rate because they disagree with the “per bag” count? Would their trash just not be picked up?

A - Perhaps. Let’s say a PAYT system is adopted, and say each customer is allocated two bags per week, and at times the customer sets out three bags. In this case, the third bag would be required to have a sticker on it, indicating to the collectors that the fee had been paid. If there is no sticker, the bag would not be collected.

29. If people aren’t assured of weekly pickup, won’t it be, not only unsightly, but a public health and safety issue if people’s garbage is not removed?

A - We have no plans to change the system from weekly pickup. If materials are not placed out properly and tagged, it is the responsibility of the citizen to take corrective action and dispose of it the next week, or make other arrangements such as take it to the landfill.

Regarding Roll Carts:

30. Are the roll carts made of recycled materials?

Many are not only made from recyclable materials, but are made in the USA. We can procure carts made from recycled materials right here in the U.S. if desired.

31. If they come in different sizes, what if one chooses the small size and then decides that a larger size is necessary? Would they have to pay to get a larger size?

A - There are various ways to handle this but in the long run, yes, the customer would pay a higher rate for a larger cart. Some communities allow a “one-time” change within a year after implementation to accommodate customers as they determine the size of cart best for them. Some communities simply provide a 95 gallon cart to ensure the majority of customers have a large enough cart for times when excess refuse is generated, say around the holidays or spring and fall when yard waste tends to increase in volume. We would prefer to offer the customer a choice of three sizes if we are directed to implement a cart-based system.

32. Where would the extra Columbia roll carts be stored?

A - At a City storage facility.

33. How are roll carts cleaned and what if one is unable to do this?

A – Roll carts can be cleaned in the same manner people currently clean their trash receptacles. We understand the majority of people using carts don't dump raw trash into them. They place the raw trash in smaller bags and place the bags into the cart, thus there is little to no contamination of raw trash in the cart.

34. What is the fine for not having one's roll cart put back by the house within a certain timeframe? For example, if a resident has a Friday pick-up day and then goes out of town until Monday, could he/she be fined for not having the roll cart removed from the curb area?

A - This has not yet been determined. Thousands of communities in the U.S. use carts and have various ways to handle this issue.

35. Isn't it true that the roll card must be placed very near the curb and in the right direction or it won't be picked up?

A - There are criteria as to where a cart should be placed, the clearance around the carts, etc. As a general rule, 3 to 4 feet on each side of the cart is a standard clearance with the handle of the cart facing the house. Currently bags are required to be set by the curb so there would likely be little change in where most customers set a cart as compared to where they set their bags.

36. What is the cost of each size of roll cart? How much would buying all these raise our trash fees?

A - Costs run from \$55-75 per roll cart for sizes in the 48-, 64- and 96-gallon range based on informal inquiries made (no formal competitive bidding process completed to date.)

37. What happens if one's roll cart is stolen? Would each roll cart need to be marked so it would match a specific address?

A - All carts on the market have a serial number and most have a microchip which is recorded in a database showing the address where the cart is assigned. A microchip reader is used to access the data from the cart. Much like a microchip for lost pets, it helps find the rightful owner. In most communities, if a cart is reported stolen, a new cart is issued to the address (resident) at no additional cost. Policies for this would need to be established.

38. How often does a roll cart need to be replaced and where do roll carts go when they are cracked or broken?

A - It varies with use, but most roll carts are warranted by the manufacturer for at least 5 years for normal wear and use. Carts experiencing normal wear and tear are replaced as needed. Carts that cannot be repaired would be recycled. Intentional damage could result in the customer being billed for replacement. Most, if not all, cart providers have programs in place to handle broken or unusable carts.

39. Are you sure that these larger trucks would be able to travel all Columbia streets where pick-up is necessary? How wide are they?

A - These trucks would be no larger than the trucks we currently utilize for collection. It is expected that some manual collection will still need to be utilized for bulky and other irregular access challenges. The majority of locations in Columbia could likely be served by automated collection trucks.

40. When the roll carts are picked up by a side fork and then raised up to be dumped, is there enough clearance in all the Columbia streets so that the roll cart or arm of the truck doesn't hit trees or any telephone or electric wires?

A - As noted in question 39, we will have to evaluate where automated trash collection trucks can be used and if there are places they cannot. A large number of communities across the country currently use automated trucks without incident and many are like Columbia with overhead wires and tree lined streets. The Curotto-can style collection tips roll carts into a holding-container on the front of the truck then only periodically dumps the holding-container on into the main collection area of the truck.

41. Isn't a new trash system just another way to get us to buy more expensive trucks to fulfill the natural gas contract where the City Council obligated us to buy 15,000 gallons per month for 15 years?

A - No. As noted earlier, the last CNG trucks we procured were actually about \$20,000 less than recent diesel truck purchases. We will move a percentage of the city fleet, including some but not all solid waste trucks, to Compressed Natural Gas (CNG) regardless of automated collection. As indicated in response to number 18 above, the CNG trucks bids have not come in higher than the most recently purchased diesel collection trucks. Studies completed before the move to CNG show any additional cost of CNG vehicles is offset by lower maintenance and fuel costs. We have determined the city will get a return on the additional CNG refuse vehicles cost in 4.5 years with the lower operating costs. We typically retain solid waste vehicles for 12 or more years. As the number of CNG vehicles in the fleet increases, we expect to realize approximately 1 million dollars or more per year in fuel savings.

42. What assurance do Columbians have that the price of natural gas will be lower than diesel gas? Couldn't it be even higher?

A - All fuels have some market volatility. Gasoline and diesel prices have both swung dramatically over time. Current research shows that the cost of natural gas will remain competitive or lower than other fuels. This is especially true since all natural gas is domestically produced in the United States and is not affected by foreign country supply issues. CNG vehicles can also go longer between service intervals further reducing operational costs. CNG vehicles burn cleaner fuel and have reduced emissions. The current plan is to have a mix of fuel choices, therefore not relying solely on one fuel source.

43. The City Manager has said that the City can save money by laying off the second person for trucks with a side lift? How many workers would be laid off and how much money would this save?

A - We don't recall ever saying that anyone would be "laid off". We do not know where that information came from. The plan was and would be to repurpose employees to other jobs. Any reduction of the number of employees would occur through attrition. As we look for ways to stabilize or lower rates, automation appears to offer the largest savings, which is what many of our customers are demanding. In addition, automation has been shown by many communities to improve employee health, employee morale, and employee retention in the solid waste area. Residential Trash and Recycling collection operations alone had 19 hires &/or promotions during fiscal year 2014.

44. The City has said that anyone unable to get their roll cart to the curb can get on a City list and that, at those homes, the trash collector would go to get the roll cart, empty it, and then return it next to the house. If there is only one person (the driver) in the trash vehicle and thousands sign up for this service, how will this save time and money?

A - We currently offer this service. A doctor's note is required with the application that is then evaluated. We currently have 73 customers using this program.

45. If a collector has to get a roll cart from the house area and then get it emptied and then put it back by the house, isn't it true that statistics show that the more any trash employee has to do to get the trash into the truck, the more likely is will be for injury incidents to occur?

A - One goal of automated collection is to reduce injury rates. Other communities show a decrease in injury rates and costs with automated collection. Even wheeling a roll cart to the rear of the truck to a cart tipper (considered semi-automation) to empty it would likely be less strenuous than current operations where the employee must lift or drag bags from the house or curb. Other communities have not shown a tremendous jump in the application for medical waivers for collection. It's possible that many customers will find rolling a wheeled cart easier than lifting or dragging a bag(s).

46. Can anyone sign up for roll cart trash assistance only during the winter months?

A - The current program is outlined above. If someone needs assistance, it is assumed they need the assistance year-round and not just in the winter and the condition must be validated by a physician.

47. Will the City track statistics regarding injuries or falls due to people having to get their roll carts to and from the curbs?

A - No. We currently do not track the number of falls, slips, strains, etc. from customers moving bag(s) and other items to the curb.

48. Would City Staff recommend the roll cart system be tested out first with pilot programs and then assessment and discussion of “where do we go from here” prior to roll carts being used throughout Columbia?

A - In all likelihood, yes. Pilot projects are often helpful in working out issues with a new system as well as providing “lessons learned” from staff and customer perspectives concerning what can work and sometimes what will not work.

49. How does the City intend to keep all vehicles away from the curbs on collection days? How would this be enforced?

A - We don't. If the use of carts occurs, there are criteria where the cart must be placed with clearances. In most communities which use carts, the carts are required to be placed at the end of the driveway - where parking is prohibited currently. Currently, we already encounter issues when vehicles block access to the materials piled curbside.

50. Here is an example where the resident wouldn't be at fault... What happens if a city employee is driving a trash with a lift and the driver can't get close to the curb where the roll cart is because it got blocked by a car after the resident went to work? Since we've heard that the plan is to save money by eliminating the second worker and only employ a driver who doesn't leave the vehicle, would the trash just be left to rot? Wouldn't this be a serious health hazard and would the resident get charged more for having extra bags of trash the next week?

A - Typically, in most communities using automated collection, the carts are placed at the end of a driveway thus almost always ensuring no vehicles are blocking the containers. As part of our goals and visioning, we strive to provide excellent customer service. It is not our intent to lower the level of service or allow refuse to become a health issue. We can show you many, many health issues that are currently seen every week when customers pile loose trash in heaps and mounds curbside. Our goal is to provide the best and most efficient service possible while keeping cost as low as possible.

Thank you for allowing us to respond to your concerns.

Sincerely,

Steven Sapp
Public Information Specialist/Records Custodian
Columbia Missouri Public Works

*cc: file
records log*



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: residential trash pickup future

1 message

Linda Karns <lkarns@mediacombb.net>

Wed, Feb 11, 2015 at 11:57 AM

To: pubw@gocolumbiamo.com

My husband and I attended the "Trash Talk" meeting at Parkade last night. We didn't get to comment and I plan to send more detailed comments to you soon, but just wanted to note the following for your next presentations.

It was a good idea to bring the roll carts, and I think some people may have softened their stance toward them when they actually could see and handle them. However, the carts were arranged with the largest nearest the door. From where we were sitting, the others weren't even visible. If there were arranged in the opposite direction, it would be much clearer that there were options. We are pro carts, but that big 96 gallon hunker didn't look inviting at all. The smallest ones certainly did.

Generally, we don't like the idea of all those bags that currently go into the land fill. And you can't drag them to the curb if you can't lift them.

Overall, it was a very good presentation, and we appreciate the city's efforts very much.

Linda Karns

"Whatever the cost of our libraries, the price is cheap compared to that of an ignorant nation."

Walter Cronkite



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Feedback from COMOTrash.com

2 messages

Columbia Public Works <PubW@gocolumbiamo.com>
Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>
To: PubW@gocolumbiamo.com

Wed, Feb 11, 2015 at 11:22 AM

Trash Talk - Your Ideas ...

Your name please -:	David Kams
Your email address please:	dkarns@mediacombb.net
Your thoughts ...:	<p>I enjoyed your discussion group at Parkade last night. Your job blows. We are very interested in the roll carts and want them as soon as they are available. I was raised in Joplin and we got a ticket when our garbage cans were too filthy or full of maggots. Later, of course, they privatized. You do have to come up with a plan for the recycle bins if they are so onerous. I recommend carts for that also.</p>

This email was built and sent using Visual Form Builder.

Steven Sapp <ses@gocolumbiamo.com>

Wed, Feb 11, 2015 at 12:40 PM

To: John Glascock <jdglasco@gocolumbiamo.com>, David NICHOLS <danichol@gocolumbiamo.com>, Barbara Buffaloe <babuffal@gocolumbiamo.com>, Leah Christian <lcchrist@gocolumbiamo.com>, Lelande Rehard <lrrehard@gocolumbiamo.com>, Cynthia Mitchell <cmmitche@gocolumbiamo.com>

Thought we could all use some positive feedback from last night's meeting ...

This and a very similar email from Mr. Karnes wife thanked us for our time and supported collections via carts. Mrs. Karnes did make the following suggestion for the remainder of the meetings concerning the cart display -

It was a good idea to bring the roll carts, and I think some people may have softened their stance toward them when they actually could see and handle them. However, the carts were arranged with the largest nearest the door. From where we were sitting, the others weren't even visible. If there were arranged in the opposite direction, it would be much clearer that there were options. We are pro carts, but that big 96 gallon hunker didn't look inviting at

all. The smallest ones certainly did.

[Quoted text hidden]

Steven Sapp

Public Information Specialist
City of Columbia Public Works Department
(573) 874-7217 (office)

Columbia Missouri Public Works
www.GoColumbiaMo.com/PublicWorks
[Facebook.com/ColumbiaMissouriPublicWorks](https://www.facebook.com/ColumbiaMissouriPublicWorks)
@pub_works on Twitter
[youtube.com/PublicWorksColumbia](https://www.youtube.com/PublicWorksColumbia)

"Times and conditions change so rapidly that we must keep our aim constantly focused on the future."

~ Walt Disney



Steven Sapp <ses@gocolumbiamo.com>

Re: roll carts

2 messages

Cynthia Mitchell <cmmitch@gocolumbiamo.com>

Fri, Feb 20, 2015 at 8:12 AM

To: 1rex1@centurytel.net

Bcc: ses@gocolumbiamo.com

Good morning Mr. Campbell,

I was forwarded your message from our web site. I do remember attending council meetings in my earlier years at the city when you and Mrs. Crockett were representing your wards. As a city resident and employee, thank you for your service.

As operations of the city, we do serve at the direction of the council. I personally cannot promise how long any of our Solid Waste programs will stay the way they are or how long they would stay the way we propose to improve them. What I do know is that as manager of this utility my most important resource is the personnel. It takes trucks, equipment and facilities, too, but none of them are effective without skilled, healthy personnel who show up and get the job done.

The workforce has definitely changed since I first came to work for the city in 1991, just as Columbia has. We want to improve the management of this utility by making the service more equitably funded by the users according to what they dispose of and making the refuse collection positions a job that are both safer for the workforce as well as a job that the employees will stay with. We currently lose employees to other city divisions regularly due to comparative pay scales, to private employers for perceived "better" pay scales, to performance issues and unfortunately to long-term injury, to the tune of an average 68% turnover for the Residential collection crew over the past five years. The workers compensation claims are very costly to the utility and turnover contributes to that, too, as newly hired collectors rarely have the same experience of lifting trash from 800-900 homes per day while driving a commercial vehicle in city traffic so accidents and injury are at higher probabilities.

We propose using a collection mechanism that is attached to the front of the truck and allows items to be thrown in by hand as well as automatically grab and empty a cart. That offers the flexibility for citizens to keep the bag and at the same time alleviates the labor that would have been involved at the homes that choose to utilize the roll carts. I think there is a lot of misunderstanding currently due to past discussions of the roll carts that were an "all or none" type of collection truck. We hope the ward meetings help to inform and educate everyone. We don't have all the answers yet, and never will. This industry is a continual learning process, one of the reasons I enjoy it.

The pay as you throw structure applies in both carts and stickers for bags. This applies to trash. Recycling is not penalized for volume so this should encourage more recycling, which helps our landfill sustainability as well as the environmental aspect of prolonging a natural resource's life cycle.

Thank you for your comment. It will be incorporated in the compilation for the report to council.

Kind regards,

—

Cynthia M. Mitchell

Solid Waste Utility Manager

8/3/2015

City of Columbia, MO Mail - Re: roll carts

City of Columbia PW Dept.
P. O. Box 6015
Columbia, MO 65205-6015
Tel: 573-874-6290

----- Forwarded message -----

From: **Rex Campbell** <1rex1@centurytel.net>
Date: Mon, Feb 16, 2015 at 8:17 PM
Subject: [Waste-Mgmt]: roll carts
To: waste-mgmt@gocolumbiamo.com

Hi:

As you may know, I had the good fortune to serve on the Council for 12 years. That has made me sensitive to City issues. Years ago there was a MU political scientist by the name of Walter Johnson who made a hobby out of analyzing voting patterns within the City. He told me early on that if an issue was going to pass, it had to carry the precincts near the public library with substantial majorities. Today, these are called "Old Southwest. This area has many older homes often with single garages and hilly terrain. It is also a generally older population. Your proposed roll carts are meeting with considerable questions and opposition from what I hear at the ARC and from neighbors and from Tribune, Trib Talk.

My concern is more than just the roll carts, I think you are shooting yourself – the City – right in the foot. The City is going to have at least two fiscal issues in elections in the next year or two – the capital projects and the parks' tax. By creating a more negative attitude towards the City especially in the areas you need to pass the ballot issues, unfortunately, you are dooming some very important issues. I think and hope somebody will wake up and send the roll carts back to Des Moines.

It is and will be difficult to get any tax issues approved in today's "Just Say No" society, please don't make it impossible.

Please share this other people.

Rex R. Campbell
905 Edgewood Avenue
Columbia, MO 65203
1rex1@centurytel.net

David NICHOLS <danichol@gocolumbiamo.com>
To: Steven Sapp <SES@gocolumbiamo.com>

Mon, Feb 23, 2015 at 10:56 AM

FYI

—— Forwarded message ——

From: <cmmitche@gocolumbiamo.com>

Date: Sat, Feb 21, 2015 at 8:42 PM

Subject: Fw: roll carts

To: David NICHOLS <danichol@gocolumbiamo.com>, John Glascock <jdglasco@gocolumbiamo.com>

fyi

Sent from Windows Mail

From: 1rex1@centurytel.net**Sent:** Saturday, February 21, 2015 6:42 PM**To:** 'Cynthia Mitchell'

Thanks for your comments. Upgrading of skills and pay is a doubled edged sword. We and almost every city have a relatively large pool of potential workers who have very limited job skills and education. If the city upgrades one of the few positions for which these marginal workers can qualify, they are more likely to become more desperate and resort to crime. So are we the larger community really saving money – Missouri prisons cost about \$23,000 per inmate per year? A five year sentence for breaking and entering will cost over \$115,000 for prisons, not counting increased police/legal costs. Iowa State University published a study that the total costs for stealing was several hundred thousand dollars.

Can you still justify making the changes and answer the questions raised by the larger perspective?

I am looking forward to your response.

Rex Campbell

From: Cynthia Mitchell [mailto:cmmitche@gocolumbiamo.com]**Sent:** Friday, February 20, 2015 8:12 AM**To:** 1rex1@centurytel.net**Subject:** Re: roll carts

[Quoted text hidden]



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Feedback from COMOTrash.com

1 message

Columbia Public Works <PubW@gocolumbiamo.com>

Thu, Feb 26, 2015 at 6:21 AM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please :-	Annette Triplett
Your email address please:	annettetriplett@gmail.com
Your thoughts ...:	<p>Hi City!</p> <p>First of all, thank you for offering an adequate trash service so we can live in sanitary conditions and avoid filth and squalor.</p> <p>Thank you also for offering a recycling service, and recently expanding the types of products you accept. The plastics especially make a big difference. (So many yogurt containers!)</p> <p>As you know, there are always things that can be improved. Here are my suggestions:</p> <p>If roll carts would make the work of collecting garbage safer for workers as well as incentivize minimizing trash, let's do it! That's safety + environmental stewardship all rolled into one. I currently produce very little trash (~1/2 bag/week), but my bill is the same as anyone who produces a large amount.</p> <p>I also really do not understand why the City provides garbage bags. How is that the City's responsibility? Even though they are offered to me for free, I don't use them because they are enormous. I don't need to send my small amount of garbage away in such a huge plastic bag.</p> <p>Recycling:</p> <p>It really irks me that the recycling blue bags are not recyclable. I really don't like the idea of sending my recyclables off in a non-recyclable bag. Instead I use paper bags. Could we switch out of the bag system? What about the blue box system that many communities use?</p>

Composting:

I would LOVE to see a City compost pick-up service for food scraps, tissues, paper towels, etc. The EPA estimates that over 50% of home garbage is compostable. Combined with recycling, this would divert a huge percentage of our waste away from landfills. I have seen this work in other communities and it results in very little garbage.

Thanks!
Annette

This email was built and sent using Visual Form Builder.



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Citizen Feedback Form : 2-26-2015 10:47:21 am

2 messages

bderoom@gmail.com <bderoom@gmail.com>

Thu, Feb 26, 2015 at 10:47 AM

To: pubw@gocolumbiamo.com

The following form submission was received on the City of Columbia website. The sender has been notified of the successful receipt of this request. Recipients should respond to this request within a reasonable time frame, normally within 1 to 3 business days. For more information regarding origin of this message or to report spam contact the Webmaster at webmaster@gocolumbiamo.com.

Below are the results of a Web form submitted on: February 26th, 2015 at 10:47AM (CST).

Name: Bill Moore

Email Address: bderoom@gmail.com

Comments: I attended the 1st ward trash talk meeting on Wednesday evening and I'd like to provide some feedback to the public Works staff.

Worker safety is the overriding issue and OSHA lists refuse collection as the 5th most hazardous job in the US. You are proposing a sound engineered approach to reducing the job place hazards.

Regardless if you decide to move forward with a pilot project, or a City wide solution, it's important that success is measured based on improvements in worker safety.

The data you shared indicated that recycling rates will improve. As you roll out the new system we will identify some things that work well and some things that will need to be tweaked.

Personally... I can see +/- of bags and containers but at the end of the day we (customers) will be able to adapt to either system. I have family members in Richmond Ht's Missouri. They use containers for waste and recyclables. They have a strong community organization in their neighborhood and when I have discussed this with people in the community the feedback is universally positive. They confirm the positive data you presented at last night's meeting.

Your staff has the data regarding the best way to set rates - my only input here is that you keep it very simple both for the public works department and customers. It may make sense to just keep the rates flat with no rolling scale for recycling vs refuse.

IP:174.34.35.90

Form: Citizen Feedback Form

John Glascock <jdglasco@gocolumbiamo.com>

Thu, Feb 26, 2015 at 12:28 PM

To: Steven Sapp <SES@gocolumbiamo.com>Cc: Barbara A Buffaloe <BABUFFAL@gocolumbiamo.com>, Lelande Rehard <LRREHARD@gocolumbiamo.com>, Leah Christian <lcchrist@gocolumbiamo.com>, Michael Matthes <MEMATTHE@gocolumbiamo.com>



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Furture of Residential Trash etc.1 message

'R Langland' via PubW <PubW@gocolumbiamo.com>

Fri, Feb 27, 2015 at 2:22 PM

Reply-To: R Langland <rrlangland@yahoo.com>

To: "pubw@GoColumbiaMO.com" <pubw@gocolumbiamo.com>

I have consistently stated my views via e-mails to 4th ward councilman and mayor. It just seems useless to state my continued opposition to this initiative that the city administration is pushing. It isn't broken from my viewpoint. The trash is picked up generally before noon. The street is basically clear except for a few plastic containers put out with recyclables. From what I heard from the city people at the meeting is that they are using every argument possible to try and explain why we should change. It seems the arguments are apples to oranges. None of the details of the proposals seems concrete. Costs are indefinite. One fact that seemed more concrete - the system is not currently losing money. When it was explained what the cost of changing the system and the added confusion about how it was to be implemented i.e., size and number of containers, some residents might keep the bag system while others use the containers, how to get charged for extra trash bags (if no room in the container). Just develop a well thought out program and put it to a vote. Then we will get a picture of what we residents feel is needed and appropriate. After all, we are the ones who will pay for this.

Roger Langland
814 Maupin
Ward 4



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Feedback from COMOTrash.com

2 messages

Columbia Public Works <PubW@gocolumbiamo.com>

Sat, Feb 28, 2015 at 7:38 AM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please -:	Norma Tharp
Your email address please:	n.l.tharp@att.net
Your thoughts ...:	How much per hour do trash collection workers make? Does the job pay a living wage? What are the benefits?

This email was built and sent using Visual Form Builder.

Columbia Public Works <PubW@gocolumbiamo.com>

Sat, Feb 28, 2015 at 7:52 AM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please -:	Norma Tharp
Your email address please:	n.l.tharp@att.net

**Your
thoughts
...**

The city job opening for refuse workers shows a wage rate of \$10.25-\$10.75 per hour. This is a "temporary" job with no sick leave, holiday pay or vacation pay. I submit that this is not a living wage and will not attract people who intend to stay with the position. Why not try increasing the pay and benefits and see how that works out if that is the impetuous for changing to rolling carts. What do other refuse workers make in similar situations? Many other cities contract out this service. Has that been investigated? I think people are having a hard time understanding how switching to rolling carts will solve the present and future problems and may even cause additional problems and expense.

This email was built and sent using Visual Form Builder.



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Feedback from COMOTrash.com

1 message

Columbia Public Works <PubW@gocolumbiamo.com>

Sun, Mar 1, 2015 at 4:28 PM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please :-	Roger Huhman
Your email address please:	rogerhuhman@gmail.com
Your thoughts	<p>I am vehemently opposed to adopting the roll cart system for the following reasons:</p> <ol style="list-style-type: none">1. The homeowners hassle of shlepping one, two, or three(?) carts to and from the curb every week.2. The storage of the carts out of view during the week. Most do not have room for carts in their garage, or areas out of street view to store these.3. The initial cost and amortization of these carts and the the vehicles needed to use them could be better spent on making the current system more efficient.4. The ongoing cost to the homeowners of the times when one cart is not sufficient to hold large (Flat screen TV, etc) boxes and each homeowner is nicked for the the additional pickup cost. This also applies to yard waste that would not fit in the yard waste cart.5. Homeowners would be spending a certain amount to cover the cost of bags to place in the carts, while now they are supplied by the city.6. The carts being scattered by storms, critters and vandals on the day for pick up. And the annoyance of seeing carts that do not get returned from the curb for days.7. Many areas of our city are hilly and moving carts to the curb (no sidewalks) would be difficult to do, and difficult to keep them upright at the curb. <p>I assume that there would be a 3 cart system. One for trash, one for recyclables, and one for yard waste. This is the system used in the Seattle area where our son lives and it is a perpetual pain to attempt stuffing each cart with the amount of trash that this couple generates. And they are very eco-minded. Sure, larger carts could be provided at additional cost, but the underlying problem still exists.</p>

....

So, do I have any thoughts for solutions to these issues? Well, I for one would gladly pay an additional amount, \$3-\$5-\$8, maybe even \$10 per month to keep the existing system. Another cost savings to the city would be to require that the homeowners purchase the bags, rather than being provided "free". A system insuring that only city approved, sturdy bags would be available for pickup. Perhaps a special color or logo could be used.

In order to promote more recycling (which we do), perhaps a reward system for number of blue bags picked up at each location. Maybe even provide RFDI stickers that would be "read" by the pickup crew and electronically tallied. Rewards could be in the realm of free black bags, a monetary lottery entry after a certain amount was reached, and neighborhoods recognized in the media as being the top recycling area. I'm sure with a bit of effort, better ideas would surface.

In regard to the workmen's comp issue, perhaps a system to reward a collector with cash or prizes if they go 6 months, then a year or so without a claim. Rewards can be a powerful stimulus to better behavior. The turnover issue may also be remedied by a reward system too.

My opinion is that there are people within the city government that feel that Columbia must be "behind the times" with our current system, and it must be changed for their own edification. I feel that it is very possible that we now have the best system, although tweaks may be necessary to continue with our superior system. If it aint broke, don't fix it!

This email was built and sent using Visual Form Builder.



Steven Sapp <ses@gocolumbiamo.com>

Fwd: FW: Roll carts

1 message

John Glascock <jdglasco@gocolumbiamo.com>

Mon, Mar 2, 2015 at 10:54 AM

To: Steven Sapp <SES@gocolumbiamo.com>, Lelande Rehard <LRREHARD@gocolumbiamo.com>, Leah Christian <lcchrist@gocolumbiamo.com>

John D. Glascock, P.E.
Director, Public Works



——— Forwarded message ———

From: **Ian Thomas** <ward4@gocolumbiamo.com>

Date: Sun, Mar 1, 2015 at 4:29 PM

Subject: FW: Roll carts

To: John Glascock <jdglasco@gocolumbiamo.com>

Cc: Cheryl Price <cmprice@mchsi.com>

Hi John: Cheryl Price asked me to forward this message to you, as she had the wrong email address for you. Cheers, Ian

From: Cheryl Price <cmprice@mchsi.com>

Reply-To: Cheryl Price <cmprice@mchsi.com>

Date: Sunday, March 1, 2015 2:40 PM

To: Ian Thomas <ward4@gocolumbiamo.com>, <jdglascock@gocolumbiamo.com>

Subject: Fwd: RE: Roll carts

Hello Ian and John - below are some comments from my best friend in Jeff City - Candace Hawkins - on their roll cart system. She is extremely pleased with it. She said to yell you it's fine for you to contact her personally if you have any other specific questions you may have and also to forward it to the rest of the Council and/or other city employees.

Her email address is chawkins-65101@hotmail.com.

Just let me know if I can do anything else to help.

Cheryl Price
Disability Rights Advocate
cmprice@mchsi.com
Home: 573-499-4846
Cell: 573-239-2494

Public Transit Advisory Commission, Vice Chair
Brain Injury Association of Missouri, Lifetime Member

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----- Original message -----

From: Candace Hawkins <chawkins-65101@hotmail.com>
Date: 02/28/2015 12:34 PM (GMT-06:00)
To: Cheryl Price <cmprice@mchsi.com>
Subject: RE: Roll carts

Hi there,

No, I don't mind answering questions. I just looked on the city's website and couldn't find anything about the application, etc. It's been quite a while since that big brouhaha and now you don't hear a thing about it. The best I remember the application was very simple just stating you had a physical disability and/or physical barrier such as a very steep driveway that stopped you from pushing your roll cart to the curb. You needed to provide a physician's statement and copies of the past two years' tax returns for income verification if you wanted the reduced rate. The reduced rate was really a joke, \$15 vs \$18 per month. Trash service is billed quarterly so those \$45 or \$54 bills really were a slap in the face for folks used to buying bags. I believe at some point the Samaritan Center got involved because of the cost. The time in filling out an application was minimal 5-10 minutes tops. You mailed them back to the city and they responded in a few days. I already had my Jeff-Tran id, so I didn't send in a doctor's statement. I just reminded them they had it on file at Jeff-Tran with my paratransit info. As I remember the biggest issues were these: 1. you had no choice, and 2. the price doubled while the service was cut in half.

As far as how it works. Well it's great. The two small roll carts are easy to handle even using a chair. The guys empty them and put them right next to my garage door in winter and in summer if my garage door is open, they roll the carts inside my garage. I've heard no complaints about the actual service. The only thing I would change would be to add pickup for yard waste. Maybe monthly or 3-4 times/year instead of weekly. Leaves and yard waste are a real hassle for folks. Currently you have to drive your yard waste to the

recycling location.

I don't know if I'm hitting on the questions you've raised. Just let me know what you need.

Much love,
Candy

From: cmprice@mchsi.com
To: chawkins-65101@hotmail.com
Subject: Roll carts
Date: Fri, 27 Feb 2015 12:40:51 -0600

Hello my dear friend(s) – hope your day is going well and you're staying at least a little warm. After my bus shelter meeting last night John (Glascock – Public Works Director) and Ian (Thomas – my Councilman friend) came up to me and asked if I might know of anyone in Jeff City that has a disability and is also using the roll carts for their trash. They wanted to know if you could send them directly (or to me, if you'd rather they didn't know your name and email address) the process you had to go through to be approved (the requests on an ap.) they have you fill out) to have someone roll your cart up and down the driveway, how difficult it was, as far as inconvenient and time-consuming; as well as any positive remarks you might be able to make about how you think the system, in total, works for you, other PWD and seniors (if you know or have heard from others). If you wouldn't mind doing this when you have time (emphasis on that), I'll just relay your quotes, under my name and email address to them, unless of course you don't mind sending it directly to them, I'll be happy to provide you with their emails. If I'm not mistaking, didn't you tell me you also have a slightly reduced price?

Thank you my dear and I'll talk with you later this afternoon. Our house is so cold today for some reason, even though Joey turned the thermostat up to 70! So, I think I'm going to go crawl into bed (and charge my chair again) under the covers and try to get a little warmed up.

Take good care and love all of you lots and lots and lots!!! I think we have new episodes of our shows tonight – I really hope you don't know that they'll be reruns!!!!

Cheryl Price

Disability Rights Advocate

cmprice@mchsi.com

Home: **573-499-4846**

Cell: **573-239-2494**

Public Transit Advisory Commission, Vice Chair

Brain Injury Association of Missouri, Lifetime Member

Brain Injury Association of America, Lifetime Member

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Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Feedback from COMOTrash.com

2 messages

Columbia Public Works <PubW@gocolumbiamo.com>

Tue, Mar 3, 2015 at 10:07 AM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please :-	Kristen Richter
Your email address please:	KristenLeannJohnson@gmail.com
Your thoughts ...:	<p>I just recently moved back to Columbia after six years of being away, and I was disappointed to see that Columbia still does not have trash/recycle bins for curb-side pick up. It is definitely an eye sore to drive around Columbia's neighborhoods and see bags of trash and recycling by the curb. Mandating trash and recycle bins, as many cities already have, is not only less of an eye sore on trash day, but also allows a place for trash and recycle storage during the week as it accumulates. Please consider this option. I have lived in many places since I left Columbia while traveling for my job, and this is the only city in which I have lived in the past 12 years that does not yet mandate trash and recycle bins. Thank you for your time in considering this option.</p> <p>Kristen Richter</p>

This email was built and sent using Visual Form Builder.

John Glascock <jdglasco@gocolumbiamo.com>

Tue, Mar 3, 2015 at 12:18 PM

To: Steven Sapp <SES@gocolumbiamo.com>

John D. Glascock, P.E.
Director, Public Works



----- Forwarded message -----

From: **Kimberly McCulloch** <ksm@gocolumbiamo.com>

Date: Tue, Mar 3, 2015 at 10:52 AM

Subject: Fwd: [PubW]: Feedback from COMOTrash.com

To: John Glascock <jdglasco@gocolumbiamo.com>, Cynthia Mitchell <cmmitche@gocolumbiamo.com>, David NICHOLS <danichol@gocolumbiamo.com>

Thought you may find the following comment interesting, sent to COMOTrash.com

[Quoted text hidden]

—
Kim McCulloch
Assistant to the Public Works Director
Columbia Public Works Department
(573) 874-7255
ksm@gocolumbiamo.com



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Feedback from COMOTrash.com

3 messages

Columbia Public Works <PubW@gocolumbiamo.com>

Tue, Mar 3, 2015 at 2:50 PM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please :-	Jacqueline Pearce
Your email address please:	pearcej@missouri.edu
Your thoughts ...:	<p>I feel the use of roll carts is the ideal solution to the solid waste in CoMO. It would provide a reusable receptacle (recycling bags are not recycled), it would reduce injury to trash collectors (less injury with automated dumping of roll carts vs. workers handling trash with sharps, heavy stuff etc.) and it would make less of a mess and look cleaner and neater in the neighborhood (unsightly bags or trash blowing from bags or curb causing litter).</p> <p>Please consider the roll carts for our city!!</p> <p>Sincerely,</p> <p>Dr. Jacqueline W. Pearce, DVM, MS 411 Boum Ave</p>

This email was built and sent using Visual Form Builder.

Columbia Public Works <PubW@gocolumbiamo.com>

Tue, Mar 3, 2015 at 3:21 PM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please -:	Jean Blackwood
Your email address please:	blackwoodjean@gmail.com
Your thoughts:	<p>I fully support the change to a roll cart system. I'm frankly embarrassed that a supposedly progressive city like ours is resisting this very sensible step forward for such silly reasons. I was a bit concerned about the loss of jobs it might entail, but then when I saw the cost of employee injuries, the turnover rate, and the difficulty keeping these jobs filled I decided that is a non-issue.</p> <p>I want to see Columbia also move forward with a better recycling program that gives every citizen access to recycling bins or curb-site pickup, and also the kind of PR that encourages participation. Recycling is about step one in being environmentally conscious so we ought to have it mastered by now and be moving on to even more important steps to protect our resources.</p> <p>I currently live at Chateau Condos on Rollins Road and I recycle everything I possible can. I create a minimal amount of other waste. I was taking my boxes of recyclables to Gerbes until recently when they stopped having the bins available. Now there is really no place convenient for me, but I will continue to recycle anyhow. It really shouldn't be this hard.</p>

This email was built and sent using Visual Form Builder.

Columbia Public Works <PubW@gocolumbiamo.com>

Tue, Mar 3, 2015 at 8:40 PM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please -:	Martin Wills
----------------------------	--------------

Your email address please:	uporoff@hotmail.com
Your thoughts ...:	<p>I fully support roll carts. I moved to Columbia in 1999. I moved here from a community that been using roll carts for at least 10 years then. I remember when they were introduced back in the 80s. I don't recall hearing any complaints about the change when they were introduced back then.</p> <p>I attended the 4th ward meeting march 3rd. Wow, how eye opening. A group of mainly older conservative crustys that would object to any kind of progressive change. I just don't get the mindset, like a bunch of professional complainers. But what was worse was the comment I heard from one (dyed blond, jewellery clad, red lip stick) lady at the back when the issue of injuries and workers comp was brought up. She said under breath but loud enough for those in immediate vicinity to hear "lots of people have to do heavy lifting in their job" - I was more than stunned at the utter lack of compassion and empathy and moreover complete stupidity of that comment. I wanted to turn around and tell "well why the f— don't you get out there and do the job then" but I thought the better of it. What a b—ch</p> <p>I support pay as you throw. We need to stop filling the landfill. My family of 4 rarely has a more than one bag each week and that's not usually full. We recycle or compost everything we can. My neighbors across the street (3 people) have multiple bags each week. I don't know how they do it and I don't see why I should pay same as them.</p> <p>Columbia voters were stupidly misled with big money negative ads when the can and bottle ordinance was overturned. I pick up cans and bottles etc. whenever I'm on foot in my neighborhood or downtown and around campus. People look at me as if I'm weird. It's like people put on the anti-realism blinders and refuse to notice the trash on the streets staring them in the face clearly believing that its not their problem. Very sad to see such lack of civic pride.</p> <p>Rant over - bring on the roll carts.</p>

This email was built and sent using Visual Form Builder.



Steven Sapp <ses@gocolumbiamo.com>

Ward 4 meeting - comment response

1 message

Cynthia Mitchell <cmmitche@gocolumbiamo.com>

Wed, Mar 4, 2015 at 10:20 AM

To: edoubling@hotmail.com

Cc: Steven Sapp <ses@gocolumbiamo.com>, John D Glascock <jdglasco@gocolumbiamo.com>

Hello,

Thank you for your comment and attending the meeting.

The intent of this meeting is to gather public input for which type system they would prefer, gather questions to either answer there or address as the issue moves forward. I encourage you to visit www.comotrash.com periodically to see how things are progressing. All perspectives should be brought together when the report is prepared for council later this Spring/early Summer.

Your comment will be included.

Regards,

—

Cynthia M. Mitchell

Solid Waste Utility Manager

City of Columbia PW Dept.

P. O. Box 6015

Columbia, MO 65205-6015

Tel: 573-874-6290

----- Forwarded message -----

From: **edoubling@hotmail.com** <edoubling@hotmail.com>

Date: Wed, Mar 4, 2015 at 8:35 AM

Subject: [Waste-Mgmt]: Citizen Feedback Form : 3-4-2015 08:35:58 am

To: waste-mgmt@gocolumbiamo.com

The following form submission was received on the City of Columbia website. The sender has been notified of the successful receipt of this request. Recipients should respond to this request within a reasonable time frame, normally within 1 to 3 business days. For more information regarding origin of this message or to report spam contact the Webmaster at webmaster@gocolumbiamo.com.

Below are the results of a Web form submitted on: March 4th, 2015 at 08:35AM (CST).

Name: Doyne McKenzie

Email Address: edoubling@hotmail.com

Comments: I was distressed at last night's 4 Ward meeting of the negativity presented by SWAG. I expected it to be an informational meeting and was beaten down by the solidity of SWAG's negativism. I think the Department should have been more prepared with a definite plan to which it encouraged tweaking. I truly would love to see the bin system employed. I think it plus a paid bag combination would work as a transition or option.



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Citizen Feedback Form : 3-4-2015 11:25:47 am

2 messages

jlhemp@centurytel.net <jlhemp@centurytel.net>
To: pubw@gocolumbiamo.com

Wed, Mar 4, 2015 at 11:25 AM

The following form submission was received on the City of Columbia website. The sender has been notified of the successful receipt of this request. Recipients should respond to this request within a reasonable time frame, normally within 1 to 3 business days. For more information regarding origin of this message or to report spam contact the Webmaster at webmaster@gocolumbiamo.com.

Below are the results of a Web form submitted on: March 4th, 2015 at 11:25AM (CST).

Name: Jeffrey Hempstead
Email Address: jlhemp@centurytel.net
Comments: I requested information on 2/26 and I have not heard back yet. My request that I emailed is below

At last nights meeting, Steve gave some information on the cost of raises for the residential trash collectors. I did not get them written down. Could you supply me with that information breaking it down into Total cost, cost of the raise and benefits cost for the \$1, \$5, and \$10 raises. Have you thought of say a \$3 stipend to go along with the base pay for the residential trash collectors and call it something like a weather stipend, extreme duty stipend, or some such title. With a stipend when percent raises come along it would be only on the base wage and not on the stipend.

Thank you,

Jeff Hempstead
445-6990

IP:184.157.38.19
Form: Citizen Feedback Form

Steven Sapp <ses@gocolumbiamo.com>
To: "jlhemp@centurytel.net" <jlhemp@centurytel.net>
Bcc: Rebekah Kirkpatrick <rjkirkpa@gocolumbiamo.com>, John Glascock <jdglasco@gocolumbiamo.com>, David NICHOLS <danichol@gocolumbiamo.com>

Wed, Mar 4, 2015 at 12:38 PM

Dear Jeff Hempstead,

My apologies for not responding in a more timely manor.

The increases were for \$3, \$5, and \$10 per hour.

The increases were for 24 full time equivalent (FTE) solid waste collectors and 7 FTE recycling collectors all for residential curbside collections.

\$3 per hour:

\$198,120 increase in base payroll

\$ 80,318 increase in fringe benefits (40.54%)

\$278,438 total increase in payroll

\$5 per hour:

\$330,200 increase in base payroll

\$133,863 increase in fringe benefits (40.54%)

\$464,063 total increase in payroll

\$10 per hour:

\$660,400 increase in base payroll

\$267,726 increase in fringe benefits (40.54%)

\$928,126 total increase in payroll

We are working with our Human Resources Department to see what issues arise when we add stipends or hourly rate increases to one employee classification.

We do not currently know the effect a payroll increase would have on monthly rates. We're working to determine that as soon as possible.

Thanks for attending the meeting and thanks for your questions. Please let us know if you have additional questions.

Regards,

[Quoted text hidden]

—
Steven Sapp

Public Information Specialist

City of Columbia Public Works Department

(573) 874-7217 (office)

Columbia Missouri Public Works
www.GoColumbiaMo.com/PublicWorks
[Facebook.com/ColumbiaMissouriPublicWorks](https://www.facebook.com/ColumbiaMissouriPublicWorks)
@pub_works on Twitter
[youtube.com/PublicWorksColumbia](https://www.youtube.com/PublicWorksColumbia)

"Times and conditions change so rapidly that we must keep our aim constantly focused on the future."

~ Walt Disney



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Feedback from COMOTrash.com

3 messages

Columbia Public Works <PubW@gocolumbiamo.com>

Wed, Mar 4, 2015 at 11:58 AM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please :-	Kari Utterback
Your email address please:	kari@midmopride.com
Your thoughts ...:	<p>Hi, Im unable to make it to my ward meeting, but I want to let my voice be heard. I am in support of the roll away bins. Mostly because it is the safest option for city workers. I support any issue that brings recycling to the forefront of families minds. I think it would be great to reward customers that recycle with smaller bills. I think when our rate of recycling compared with the rest of the nation is so low, something should be done. I like to think I live in this small but progressive community, but when I think about all that trash at the landfill it makes me think we are not all that progressive. I think we need to get kids excited about recycling and saving the planet. I wish more was being done to get composting into homes, not just recycling plastics - but eliminating compostable food waste from the landfill. I don't think this idea is radical. I don't think any of the ideas brought forward are radical. I think they are very overdue. Thanks to all the staff that brought this to the citizen's attention AND are giving the community a chance to share their opinions prior to a decision being made.</p>

This email was built and sent using Visual Form Builder.

Columbia Public Works <PubW@gocolumbiamo.com>

Wed, Mar 4, 2015 at 4:41 PM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please :-	Dan Hemmelgam
Your email address please:	hemmelgamdan@gmail.com
Your thoughts ...:	<p>I have mixed feelings about role carts versus bags. I've seen communities using role carts and they are unsightly. They have to be retrieved from the curb after pickup. On streets where cars are parked they'll have to be placed in driveways where they will be in the way for the residents. If liners aren't used the carts will be difficult to keep clean. And there are other drawbacks with the cart system that have been expressed.</p> <p>On the other hand they will reduce the frequency of animals tearing into bags and distributing trash. They should reduce labor costs and worker injuries. Although there will still be need for bags when one's trash volume exceeds a normal week. Will the driver then have to get out of the truck to load the bags?</p> <p>Though I voted for the carts at the meeting last night, I'm less than convinced that it would be an overall improvement in collection systems.</p> <p>Either way we go forward, our recycling rate is a disgrace to the community. Evidence bears out the effectiveness of providing a monetary incentive to reduce the waste stream and increase recycling efforts. I hope that if we do go to role carts there is some way to charge by how often your cart needs to be emptied. Many people who practice recycling only put out one bag of trash every two or three weeks. Perhaps a microchip could be installed on the carts that would electronically count when it gets dumped. That would equate to a tagging system for bags. Relying solely on the three sizes of carts might be fine if everyone generated at least one cart full of trash every week. But if our goal is to increase recycling rates to as much as possible, many households will only generate one small cart full of trash every two to three weeks. The incentive disappears if they are paying as much as a household generating that much every week.</p> <p>Thank you for this open forum and for researching ways to dramatically increase our recycling efforts as a community.</p>

This email was built and sent using Visual Form Builder.

Columbia Public Works <PubW@gocolumbiamo.com>
Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>
To: PubW@gocolumbiamo.com

Wed, Mar 4, 2015 at 4:58 PM

Trash Talk - Your Ideas ...

Your name please :-	Steve MacIntyre
Your email address please:	macintyre78@gmail.com
Your thoughts ...:	<p>I want roll carts for convenience. We often produce multiple bags of trash and recycling in a week, necessitating several round trips to haul leaky tearing bags to the curb. Larger capacity roll carts would greatly improve efficiency for me as a user by allowing me to get it put out there in one or two trips. Also, no need to tie trash bags, replace bags in my personal bin, or keep track of vouchers and make trips to the store to pick up bags anymore. It would be great to be able to just toss the trash directly in the roll carts and wheel it out to the curb knowing that a raccoon isn't going to tear into it and spread trash all over the street.</p> <p>I can't relate to the level of passion that this initiative, which would appear to result in nothing but positive outcomes, has incited from what seems to be a small but very vocal minority. I am concerned that this small anti-roll cart group will be successful in their efforts by virtue of nobody who's okay with roll carts being bothered enough to come out and support the City's effort. While I count myself among the masses of normal people who are not bothered by the concept of roll carts and are not likely to spend an evening out of their lives to lobby Council for such an obviously necessary improvement in City trash service, please mark me down as supporting roll carts in Columbia.</p> <p>Thanks, and keep up the good work!</p> <p>Steve</p>

This email was built and sent using Visual Form Builder.



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Feedback from COMOTrash.com

1 message

Columbia Public Works <PubW@gocolumbiamo.com>

Thu, Mar 5, 2015 at 12:55 PM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please -:	Maureen Coy
Your email address please:	maureencoy@gocolumbiamo.com
Your thoughts ...:	<p>First thank you for seeking customer input. I have not been able to attend any of the trash meetings but have watched the video and seen the size of carts. I like the plan proposed to " pay as you throw." Since my husband and I recycle most cardboard, glass and all plastic we generally only have one black bag of trash a week. So for us whether we choose the smaller cart of bags if feel we will be paying a fair amount. I like the 4 selections of carts I saw at the Health Dept. since I work there. I think I understand that you would separate our your recycling from trash so if you went with the carts would that mean you would have two carts to wheel to the street. Are the bags still going to be provided as they have been or will there be a charge over the \$12.50 if you only use one black bag and one blue bag a week? Thanks for answering my questions.</p>

This email was built and sent using Visual Form Builder.



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Feedback from COMOTrash.com

2 messages

Columbia Public Works <PubW@gocolumbiamo.com>

Mon, Mar 9, 2015 at 9:30 AM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please :-	Mary sapp
Your email address please:	sappmy@umsystem.edu
Your thoughts	<p>How will the up front \$5.9 million cost of two carts per residence, and trucks be obtained?</p> <p>You are quoting a satisfaction rate for the bag system at 80% – that is only for recycling. The satisfaction rate for the bag system is 92%. Why change a system that people like?</p> <p>Why are you offering incentives to employees on the trucks to rush—letting them off early if they complete a route early? How many of the workers' injuries in 2014 were sustained while this policy was in place?</p> <p>The diversion rate for residential is quoted at 17%. This includes apartments. Do you have a diversion rate for only the residences that will be affected by roll carts? What is the diversion rate now that we are recycling plastics #3-7?</p> <p>Can you provide the diversion rates for the last 5 years for both residential and commercial?</p> <p>Do you have an estimate of how much sorting costs will increase if we go to single stream recycling? Do you have an estimate of how much the value of paper and cardboard will decrease if it is contaminated by residue from other recyclables (as your consultant suggested it would be with single stream recycling).</p> <p>Many communities with roll carts are now requiring trash be put in bags in the carts, to keep items from blowing out as they are dumped. Are you considering this?</p>

This email was built and sent using Visual Form Builder.

Columbia Public Works <PubW@gocolumbiamo.com>
Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>
To: PubW@gocolumbiamo.com

Mon, Mar 9, 2015 at 2:03 PM

Trash Talk - Your Ideas ...

Your name please -:	John V Johnson
Your email address please:	jvj1970@gmail.com
Your thoughts ...:	<p>I am very excited about getting roll carts. If there is an opportunity to be part of a pilot project, please count me in. As the weather warms and my garbage is rotting in my garage, I can't wait to get a roll cart.</p> <p>A couple of questions:</p> <p>Are the roll carts raccoon proof? Those little beggars are pretty handy at opening things? I assume a solution would be a temporary latch that could be released on pickup day.</p> <p>Our subdivision is pretty strict in our covenants about what folks can put in their yards(no signs), approval for swing sets, storage sheds, etc... My idea for placing the roll cart outside the garage, is to build a small 2 sided enclosure(fence) to hide the thing. Any other ideas/suggestion to hide the thing.</p> <p>Thanks!</p>

This email was built and sent using Visual Form Builder.



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Feedback from COMOTrash.com

2 messages

Columbia Public Works <PubW@gocolumbiamo.com>

Mon, Mar 9, 2015 at 9:30 AM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please :-	Mary sapp
Your email address please:	sappmy@umsystem.edu
Your thoughts ...	<p>How will the up front \$5.9 million cost of two carts per residence, and trucks be obtained?</p> <p>You are quoting a satisfaction rate for the bag system at 80% – that is only for recycling. The satisfaction rate for the bag system is 92%. Why change a system that people like?</p> <p>Why are you offering incentives to employees on the trucks to rush—letting them off early if they complete a route early? How many of the workers' injuries in 2014 were sustained while this policy was in place?</p> <p>The diversion rate for residential is quoted at 17%. This includes apartments. Do you have a diversion rate for only the residences that will be affected by roll carts? What is the diversion rate now that we are recycling plastics #3-7?</p> <p>Can you provide the diversion rates for the last 5 years for both residential and commercial?</p> <p>Do you have an estimate of how much sorting costs will increase if we go to single stream recycling? Do you have an estimate of how much the value of paper and cardboard will decrease if it is contaminated by residue from other recyclables (as your consultant suggested it would be with single stream recycling).</p> <p>Many communities with roll carts are now requiring trash be put in bags in the carts, to keep items from blowing out as they are dumped. Are you considering this?</p>

This email was built and sent using Visual Form Builder.

Columbia Public Works <PubW@gocolumbiamo.com>
Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>
To: PubW@gocolumbiamo.com

Mon, Mar 9, 2015 at 2:03 PM

Trash Talk - Your Ideas ...

Your name please -:	John V Johnson
Your email address please:	jvj1970@gmail.com
Your thoughts ...:	<p>I am very excited about getting roll carts. If there is an opportunity to be part of a pilot project, please count me in. As the weather warms and my garbage is rotting in my garage, I can't wait to get a roll cart.</p> <p>A couple of questions:</p> <p>Are the roll carts raccoon proof? Those little beggars are pretty handy at opening things? I assume a solution would be a temporary latch that could be released on pickup day.</p> <p>Our subdivision is pretty strict in our covenants about what folks can put in their yards(no signs), approval for swing sets, storage sheds, etc... My idea for placing the roll cart outside the garage, is to build a small 2 sided enclosure(fence) to hide the thing. Any other ideas/suggestion to hide the thing.</p> <p>Thanks!</p>

This email was built and sent using Visual Form Builder.



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Feedback from COMOTrash.com

1 message

Columbia Public Works <PubW@gocolumbiamo.com>
Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>
To: PubW@gocolumbiamo.com

Wed, Mar 11, 2015 at 3:27 PM

Trash Talk - Your Ideas

Your name please :-	buck katt
Your email address please:	nkatt54590@aol.com
Your thoughts:	Is building rubble such as concrete etc that comes about when a building is demolished included in the total waste of 29501 tons that you report?

This email was built and sent using Visual Form Builder.



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: future of residential trash and recycling pickup

4 messages

wendy hofmann <whofmann@mchsi.com>

Thu, Mar 12, 2015 at 1:48 PM

To: pubw@gocolumbiamo.com

Thank you so much for such a well-researched presentation for the Fourth Ward. I was very impressed by all the work you have done.

I am for the roll carts. Every since moving here 20 years ago, I have been hoping to find a way to not use so many plastic bags. With roll carts, and especially when our recycling can also be put into a roll cart, I won't have to use these bags any longer. I feel that getting heavy-duty plastic bags out of the waste stream is very, very important for our environment.

I was worried that the roll carts would not fit into my one-car garage, which also houses a good sized van. However, with the various sizes of roll carts available, that probably will not be a problem.

I feel that many people would like roll carts, but we are being shouted down by louder voices.

Thank you so much for all your hard work.

Good luck!

Wendy Hofmann
102 Longfellow Lane, 65203
573-446-1075
Fourth ward

Steven Sapp <ses@gocolumbiamo.com>

Sun, Mar 15, 2015 at 7:57 PM

To: wendy hofmann <whofmann@mchsi.com>

Dear Wendy Hofmann,

Thank you for your note. We will include it in our report to council, expected to be issued in June.

As a side note, we're looking at various sized garages and how carts "fit". Would you be willing to share the width and depth of your garage so we can make some comparisons?

Again, thank you for being a part of the conversation on the Future of Solid Waste.

Sincerely,

[Quoted text hidden]

—
Steven Sapp

Public Information Specialist
City of Columbia Public Works Department
(573) 874-7217 (office)

Columbia Missouri Public Works
www.GoColumbiaMo.com/PublicWorks
[Facebook.com/ColumbiaMissouriPublicWorks](https://www.facebook.com/ColumbiaMissouriPublicWorks)
[@pub_works](https://twitter.com/pub_works) on Twitter
[youtube.com/PublicWorksColumbia](https://www.youtube.com/PublicWorksColumbia)

"Times and conditions change so rapidly that we must keep our aim constantly focused on the future."

~ Walt Disney

wendy hofmann <whofmann@mchsi.com>
To: Steven Sapp <ses@gocolumbiamo.com>

Mon, Mar 16, 2015 at 1:39 PM

Sure. Happy to help.

My garage is about 11 1/2 feet wide and 22 1/2 feet deep. My van is a little under 6 feet wide.

I've attached a couple of photos of my garage. It's in the shade at the moment, but you can see my recycling bins on one side. My trash can is on the same side of the garage as my recycling bins, just to the other side of the the door to the kitchen. (All those cardboard boxes that you see are for paper recycling. I can't wait for single stream recycling and a recycling roll cart!!!)

With roll carts, the hard part for me will be finding a place for them where I will have room to maneuver between them and the van. Still, I'm all for roll carts. I will find a way!

Thanks so much for trying to be accommodating. I know that a lot of us in the older parts of town will have a hard time fitting roll carts into our garages and, if we keep them outdoors, it may be hard to have easy access to them.

I'd be happy to experiment with roll carts or help in any other way.

Thanks!

Wendy

[Quoted text hidden]

[Quoted text hidden]

No virus found in this message.

Checked by AVG - www.avg.com

Version: 2015.0.5751 / Virus Database: 4306/9309 - Release Date: 03/15/15

2 attachments**garage1.JPG**
184K**garage2.JPG**
186K

Steven Sapp <ses@gocolumbiamo.com>

Tue, Mar 17, 2015 at 10:06 PM

To: wendy hofmann <whofmann@mchsi.com>

Dear Wendy,

Thank you very much for the dimensions and photos. And, we appreciate your offer to take a cart for a test spin. We may be in touch.

Regards,

[Quoted text hidden]



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Feedback from COMOTrash.com

3 messages

Columbia Public Works <PubW@gocolumbiamo.com>

Wed, Mar 18, 2015 at 2:53 PM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please -:	Anne Case-Halferty
Your email address please:	annecase@aol.com
Your thoughts ...:	I live in the East Campus neighborhood and am in favor of rolling bins we can use to dispose of trash and recycling. I think our city can do much more to support higher rates of recycling, and rolling bins is a step in that direction.

This email was built and sent using Visual Form Builder.

Columbia Public Works <PubW@gocolumbiamo.com>

Wed, Mar 18, 2015 at 9:53 PM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please -:	Rigel Oliveri
Your	

email address please:	rigel_oliveri@yahoo.com
Your thoughts ...:	<p>I have always thought that the roll carts are extremely sensible, for two reasons: (1)They are much easier and cleaner than dragging bags around. In fact, I bought a roll cart when I moved to columbia to give me a place to put my full trash bags while waiting for trash day and to make it easier to take them out to the curb. It seems silly that I then have to take them out and pile them up on the ground. (2) Plastic bags of garbage piled up along the road are unsightly, and animals get into them. People often just use white kitchen bags which are more prone to breaking, and people often don't tie up their bags.</p> <p>Those reasons are just my personal preference and convenience. Now that I have heard about Columbia's low recycling rate and high worker injury rate, it just seems obvious that we should change to a roll cart system!!</p>

This email was built and sent using Visual Form Builder.

Columbia Public Works <PubW@gocolumbiamo.com>
Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>
To: PubW@gocolumbiamo.com

Wed, Mar 18, 2015 at 9:53 PM

Trash Talk - Your Ideas ...

Your name please -:	Jill Lucht
Your email address please:	jrlucht@yahoo.com
Your thoughts ...:	<p>Thank you for moving our trash into roll carts! In my opinion, worker safety should be the driving concern, and roll carts are clearly safer. At the same time, it's important to acknowledge that there are some disadvantages to the new system, especially in older neighborhoods without garages or driveways, or with shared driveways. I am in this situation, and I will have some inconveniences finding a place for my cart. One solution would be to offer an even smaller cart then the smallest one you are planning to offer. I watched the video on the Missourian website, and I'm pretty sure that most people in my neighborhood don't even need the smallest size. Most households produce one medium-sized bag per week (smaller than the black bags provided). I also have concerns about older or disabled residents and I hope we can find a way to accommodate them. Is it possible to have a list of people who are allowed to keep using bags while the vast majority of us move to carts? Dramatically reducing the number of bags will go a long way to reducing worker injuries even if we don't completely eliminate bagged garbage.</p>

Finally, it's time to go to bagless recycling. It's a shame to put our recyclables into a blue bag that is subsequently thrown into the landfill. I use a blue laundry basket for my recyclables and it works like a charm.

This email was built and sent using Visual Form Builder.



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Feedback from COMOTrash.com

2 messages

Columbia Public Works <PubW@gocolumbiamo.com>

Fri, Mar 20, 2015 at 12:54 PM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please :-	Brad Ferguson
Your email address please:	bradmtsu@gmail.com
Your thoughts ...	<p>I think the roll carts are a great idea, though I think there are a couple of issues that need to be addressed first.</p> <p>First, it is my understanding that carts will be used for trash, but recycling will still be placed in blue bags by the curb. That makes the trash roll carts a bit less appealing as we still have an issue with recycling. Would it be possible to have 2 roll carts: one for trash, and one for recycling? That is how they do it in Plano, TX with great success. Before going to 2 roll carts, the city had one roll cart for trash, and a small plastic bin for recycling (similar to those I've seen around Columbia for a pilot study I assume). It worked well, but the recycling bins were fairly small, so by nature, people filled them up and then put whatever didn't fit in the bin into the roll cart.</p> <p>Second, there is an issue of storing carts when it's not trash day. I imagined my street (Melissa Dr. in NE Columbia) lined with roll carts, and it made me cringe. I know I will put my cart in the garage on any other day than trash day, but what about my neighbors? What can we do to make sure people pull their carts away from the curb on non-trash days? Fines? If so, who will enforce it throughout the entire city? It will create jobs and revenue for the city which can be good, but it also might create some tension between citizens of Columbia and the city.</p>

This email was built and sent using Visual Form Builder.

Columbia Public Works <PubW@gocolumbiamo.com>

Fri, Mar 20, 2015 at 12:56 PM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please :-	Michael Goldschmidt
Your email address please:	goldschmidt@missouri.edu
Your thoughts ...:	<p>So I've been holding off commenting on this in the past because whatever I say will generate a lot of negative comments that have already been vetted. However, my view is this: if you came to Columbia sometime in the past and we already had roll carts, people would bitch and moan but they would still use them because it's the way trash is done. No one is going to say "Hey I'm just going to throw stuff in my backyard instead". because there are laws against it, just like now. I believe in the democratic process but I think this issue comes down to this: I think the trash collectors should have a important say in the debate because they are having to remove the trash and recyclables. I think the people who complain about the cost have a valid concern also. I think the Disabilities Commission has valid concerns that I think can be easily addressed. But let's say 10 years from now we have a roll cart system and everyone has pretty much embraced it or accepted it. I do not believe we are going to be still having this conversation. We are going to laugh that we even spent so much time debating it. But the results could be pretty important: Happier trash collectors and a much greener city.</p>

This email was built and sent using Visual Form Builder.



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Feedback from COMOTrash.com

2 messages

Columbia Public Works <PubW@gocolumbiamo.com>

Sat, Mar 21, 2015 at 10:19 AM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please :-	Les
Your email address please:	sappl@umsystem.edu
Your thoughts ...:	Can you get us the process for the bag voucher system from beginning to end? How they are purchased? How many vouchers are issued? How many are redeemed? Is there carry over from year to year? ETC.

This email was built and sent using Visual Form Builder.

Columbia Public Works <PubW@gocolumbiamo.com>

Sat, Mar 21, 2015 at 10:22 AM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please :-	Les
Your email address please:	sappl@umsystem.edu

Your thoughts ...:

How much is the consultant being paid for the cost of service report?

This email was built and sent using Visual Form Builder.



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Citizen Feedback Form : 3-15-2015 12:47:42 pm

12 messages

clarkjim@mchsi.com <clarkjim@mchsi.com>

Sun, Mar 15, 2015 at 12:47 PM

To: pubw@gocolumbiamo.com

The following form submission was received on the City of Columbia website. The sender has been notified of the successful receipt of this request. Recipients should respond to this request within a reasonable time frame, normally within 1 to 3 business days. For more information regarding origin of this message or to report spam contact the Webmaster at webmaster@gocolumbiamo.com.

Below are the results of a Web form submitted on: March 15th, 2015 at 12:47PM (CDT).

Name: Jim Clark

Email Address: clarkjim@mchsi.com

Comments: Hello Mr. Glascock

I am totally aware that my puny little email is not going to persuade you to discontinue your efforts toward installing a rolling trash cart system in Columbia, Missouri. One might believe that, at this late date, all arguments, both for and against, have been exhausted. However, it is beginning to appear that the city's arsenal of reasons is leaving out something. Wise people just are not so relentless in their efforts to replace a trash collection system (even though it is antiquated) that works so well, and has such a high degree of customer satisfaction, with a clumsy and convoluted rolling cart system. That is, unless there is another, and perhaps more selfish, incentive that has never been suggested to the public. Your rolling cart proposal just simply does not pass the smell (no pun intended) test.

By-the-way, please bring samples of all the possible rolling carts to the remainder of the community meetings.

Thank you for reading this,

Jim Clark

3609 Woodside Drive

Columbia MO 65202-2109

IP:50.82.247.55

Form: Citizen Feedback Form

Steven Sapp <ses@gocolumbiamo.com>

Sun, Mar 15, 2015 at 7:54 PM

To: "clarkjim@mchsi.com" <clarkjim@mchsi.com>

Bcc: John Glascock <jdglasco@gocolumbiamo.com>, David NICHOLS <danichol@gocolumbiamo.com>, Barbara Buffaloe <babuffal@gocolumbiamo.com>

Dear Mr. Clark,

Thank you for your note. We have forwarded your comments to Mr. Glascock.

We have had a sample of the carts at all of the previous meetings, will have them at Wednesdays meeting, and future meetings as well.

The purpose of the Ward Check-in's to to have a conversation with our customers. So, we're interested in what you mean with your words, "... selfish, incentive which has never been suggested to the public." Can you elaborate so that we can respond to your concern? Thank you.

Sincerely,

[Quoted text hidden]

—

Steven Sapp

Public Information Specialist

City of Columbia Public Works Department

(573) 874-7217 (office)

Columbia Missouri Public Works

www.GoColumbiaMo.com/PublicWorks

[Facebook.com/ColumbiaMissouriPublicWorks](https://www.facebook.com/ColumbiaMissouriPublicWorks)

@pub_works on Twitter

[youtube.com/PublicWorksColumbia](https://www.youtube.com/PublicWorksColumbia)

"Times and conditions change so rapidly that we must keep our aim constantly focused on the future."

~ Walt Disney

James Clark <clarkjim@mchsi.com>

To: Steven Sapp <ses@gocolumbiamo.com>

Mon, Mar 16, 2015 at 8:28 AM

Good morning Mr. Sapp, Public Information Specialist

Thank you for responding so quickly to my whiny little note about the possibility of switching to roll carts. It is nice to have someone to visit with regarding this touchy issue. Bringing the carts to meetings demonstrates a real desire to inform the public -- good work. While the stated arguments of financial, environmental and safety are certainly noble sounding, right along with apple pie and Mother's day, they seem to remain unproven. They just don't seem to justify disrupting the current, very smoothly running system that has a high

degree of customer satisfaction. Many remain unconvinced that the intelligent people that run Columbia, Missouri could really believe that households would be better off with the roll cart system. Is it possible that something else is behind dedicated city employees going to such extraordinary efforts to convince a reluctant citizenry that the roll carts are what's best for them. Just a few of many thoughts that have been kicked around by more than me are:

- Embarrassment -- Other cities use roll carts, why is Columbia so old fashion? (antiquated)
- Résumé enhancement -- We were able to move a backward Missouri town into the twenty-first Century.
- Pride -- Reluctance to admit that initiating the change process was a mistake.
- Superiority -- It makes little difference what the folks think, we know what's best for them.
- Vendor pressure -- This would mean a lot of money to some vendors.

Mr. Sapp, Just one parting suggestion -- simply raise the monthly price of the current system to the point that the department's budget is balanced and leave everything else alone.

Jim Clark

From: Steven Sapp [mailto:ses@gocolumbiamo.com]
Sent: Sunday, March 15, 2015 7:54 PM
To: clarkjim@mchsi.com
Subject: Re: [PubW]: Citizen Feedback Form : 3-15-2015 12:47:42 pm

[Quoted text hidden]

Steven Sapp <ses@gocolumbiamo.com>
To: James Clark <clarkjim@mchsi.com>

Mon, Mar 16, 2015 at 2:02 PM

Dear Mr. Clark,

Thank you for sharing your thoughts with us. We value our customers ideas.

I think the cart issue is overshadowing the other issues we're facing. We know the portion of the solid waste from the home to curb has a high satisfaction rate. Conversely, cities who use carts have high satisfaction rates too. High satisfaction rates for either system could be because the customer places the trash and recycling at the curb and it's gone the same day.

Also, please know that part of our conversation centers around giving the customer a choice. While you and some others are not excited about using a cart, many others are. So, we've been discussing at the Ward Check In meetings giving the customer the choice of using a cart with the the generally lower cost of the automated collection system or still setting out bags and paying a base rate plus a per bag rate. We've gathered some good feedback from this discussion point and will continue to discuss it at future meetings.

Vendor Pressure. We have vendors who supply bags too. As a matter of fact, the Utility spends over \$450,000 a year on bags. And the bags can be used - once. Carts over and over. So perhaps if there were to be vendor pressure, the bag vendors would stand to gain financially more than a cart vendor. And, our Finance Department (Purchasing) is pretty savvy when it comes to competitive bidding. I hope no one is suggesting there are nefarious issues with bids through our Finance Department and Purchasing Division.

Superiority. We do employ professional waste managers who are also pretty savvy and I believe are trying to ensure the city provides excellent customer service, in a safe environment for the employees, at the most economically feasible cost to the customer possible. We're taking very slow and measured steps and putting in a lot of work having discussions and answering questions about the issues the utility is facing and providing responses based on those inquiries while at the same time listening and evaluating customer comments and ideas. I hope we're not displaying superior attitude in our communications with our customers.

Pride. We hope talking with our customers to share information about their Solid Waste Utility is seen as a positive. Talking about processes and effects those processes, not matter what they are, can have on the utility with our customers prior to initiating any change is open community discussion. Nothing, nothing is set in stone.

Resume Enhancement. I can't speak personally for anyone, but knowing the folks I work with I don't personally see that as an issue.

Embarrassment. I don't think anyone is embarrassed that Columbia is not using roll carts. We're concerned about our workers and their safety. We're concerned about workers' compensation costs. We're concerned about diversion rates and future landfill costs. And all of those concerns tie back to the people we're serving - our customer. Again, providing great customer service, in a sustainable, safe, and cost effective environment is our community goal.

We appreciate folks being a part of the conversation. We hope to see you at the Ward 3 Check-In on Wednesday, March 18 from 6 to 8 pm at Blue Ridge Elementary School.

Regards,

[Quoted text hidden]

James Clark <clarkjim@mchsi.com>
To: Steven Sapp <ses@gocolumbiamo.com>

Mon, Mar 16, 2015 at 5:42 PM

Hello Mr. Sapp,

I truly appreciate your quick and relevant responses to my notes. You certainly make some excellent points, and did so in a very professional manner. But not quiet enough to switch me over to your side. I suspect we could point and counter-point this thing until doomsday and still never sway the other to change sides. I assume you've already heard all the snow, storage, ugly, smelly, wind, clumsy, inflexible, etc. issues raised by the opposition, so I won't attempt to restate them. I do however, have some thoughts about your latest statements. I do understand that there are safety, recycling and other issues to be resolved, but I don't think roll carts need to be a part of those solutions. Also, you didn't comment on my last statement about simply raising the monthly cost of service to balance the budget. I still don't want the roll carts, but it's actually been a pleasure to have a conversation with you. My notes are in blue along with yours below.

From: Steven Sapp [mailto:ses@gocolumbiamo.com]

Sent: Monday, March 16, 2015 2:03 PM

To: James Clark

Subject: Re: [PubW]: Citizen Feedback Form : 3-15-2015 12:47:42 pm

Dear Mr. Clark,

Thank you for sharing your thoughts with us. We value our customers ideas.

I think the cart issue is overshadowing the other issues we're facing. We know the portion of the solid waste from the home to curb has a high satisfaction rate. Conversely, cities who use carts have high satisfaction rates too. High satisfaction rates for either system could be because the customer places the trash and recycling at the curb and it's gone the same day.

Just a tiny difference here, with the carts it's gone whenever everyone brings their carts back from the curb. If the household has no storage place that cart may never be gone. With the bags all evidence that it was trash day disappears as soon as the truck comes by. Carts left out all day are a clue that no one's home here. Satisfaction rates coming from one city administration to another might be different from information coming from one customer to another.

Also, please know that part of our conversation centers around giving the customer a choice. While you and some others are not excited about using a cart, many others are. So, we've been discussing at the Ward Check In meetings giving the customer the choice of using a cart with the the generally lower cost of the automated collection system or still setting out bags and paying a base rate plus a per bag rate. We've gathered some good feedback from this discussion point and will continue to discuss it at future meetings.

This choice thing seems a little complicated to me -- seems like it would take two different trucks or an automated truck staffed for bag pickups. The per bag rate doesn't seem very attractive. What if on an Saturday afternoon in late October it's just right to rake my leaves and I have a dozen bags of leaves. And Perhaps I have bags or stickers or whatever is needed for only six bags -- what do I do with the other six. By-the-way, yard waste has been encouraged -- do you still want it? All this choice and mix of services would be a billing nightmare. Perhaps the additional clerical staff needed would offset any savings.

Vendor Pressure. We have vendors who supply bags too. As a mater of fact, the Utility spends over \$450,000 a year on bags. And the bags can be used - once. Carts over and over. So perhaps if there were to be vendor pressure, the bag vendors would stand to gain financially more than a cart vendor. And, our Finance Department (Purchasing) is pretty savvy when it comes to competitive bidding. I hope no one is suggesting there are nefarious issues with bids through our Finance Department and Purchasing Division.

A half million dollars in bags or several million for trucks, robot arms and carts -- which vendors would have the most leverage? Okay, save half a million dollars by simply not furnishing the bags anymore. Regarding the nefarious thing -- Television and newspapers often tell us about cities in unenviable situations. Welcome the folks' curiosity.

Superiority. We do employee professional waste managers who are also pretty savvy and I believe are trying to ensure the city provides excellent customer service, in a safe environment for the employees, at the most economically feasible cost to the customer possible. We're taking very slow and measured steps and putting in a lot of work having discussions and answering questions about the issues the utility is facing and providing responses based on those inquiries while at the same time listening and evaluating customer comments and ideas. I hope we're not displaying superior attitude in our communications with our customers.

There is no news that city staff have ever been arrogant when discussing the carts. However the general feeling out there, as the carts are discussed, seems to be "The carts are coming, there ain't nothing you can do about it, so just get used to it."

Pride. We hope talking with our customers to share information about their Solid Waste Utility is seen as a positive. Talking about

processes and effects those processes, not mater what they are, can have on the utility with our customers prior to initiating any change is open community discussion. Nothing, nothing is set in stone.

That's good to hear. Just put on your jeans and ball cap and go out to someplace where folks gather around their morning coffee (typically called the liar's table) and find out what they think.

Resume Enhancement. I can't speak personally for anyone, but knowing the folks I work with I don't personally see that as an issue.

It would seem that city staff with expertise in a particular area might be recruited by another city. Having orchestrated some major "improvement" in one's home city would certainly occupy a prominent spot on the resume.

Embarrassment. I don't think anyone is embarrassed that Columbia is not using roll carts. We're concerned about our workers and their safety. We're concerned about workers' compensation costs. We're concerned about diversion rates and future landfill costs. And all of those concerns tie back to the people we're serving - our customer. Again, providing great customer service, in a sustainable, safe, and cost effective environment is our community goal.

I'm not sure how roll carts are going to save the landfill. The worker's compensation costs are nothing close to the cost of the switch. The switch to carts is going to require a lot of sharing of labor by neighbors, relatives etc.-- you speak of worker safety and worker's compensation costs, you know homeowners might have some liability for injuries that might happen when someone else is moving their cart for them. What are "diversion rates?" When Columbia staff go off to meetings with staff from other cities, and solid waste comes up, they are proud to say "We still use the antiquated (John Glascock's word) bag system?"

[Quoted text hidden]

[Quoted text hidden]

Steven Sapp <ses@gocolumbiamo.com>

Mon, Mar 16, 2015 at 8:03 PM

To: James Clark <clarkjim@mchsi.com>

Thanks for sharing comments and ideas Mr. Clark. All good discussion points and we'll make sure your ideas and thoughts are all included in the package to council.

I didn't answer the comment on the proposal of raising rates because we don't have solid numbers on what that may entail - but we're working on it. We have a meeting soon with our HR folks as its been suggested by some to provide the collection workers with additional pay to reduce the 68% turnover

rate. We need to understand how a pay raise would affect rates and as importantly, how raising solid waste collection pay affects other pay scales.

I personally appreciate the conversation and your insightful comments. I try not to have a "side", just to listen and help everyone understand what issues the Utility is facing then compiling ideas and comments from our customers for staff and council consideration. If we can help with additional questions or concerns, please let me know.

Sincerely,

[Quoted text hidden]

James Clark <clarkjim@mchsi.com>
To: Steven Sapp <ses@gocolumbiamo.com>

Mon, Mar 16, 2015 at 8:23 PM

Good evening Steve Sapp,

Wow, are you always working? You are good at what you do. It's been a interesting day, thanks for being a part of it. I think I'll let you rest for awhile. Oops, you'll probable encounter someone else that will take up your time tomorrow.

Jim Clark

From: Steven Sapp [mailto:ses@gocolumbiamo.com]
Sent: Monday, March 16, 2015 8:03 PM

[Quoted text hidden]

[Quoted text hidden]

James Clark <clarkjim@mchsi.com>
To: Steven Sapp <ses@gocolumbiamo.com>

Thu, Mar 19, 2015 at 10:43 AM

Good morning Steve Sapp,

I took you up on your invitation to attend last night's Blueridge trash meeting. I had hoped to meet you,

but no one identified as Steve Sapp was ever singled out. It was an interesting and spirited meeting with neither team hitting a home run. Both sides were knowledgeable and presented their cases well. . Actually, I was kinda proud to be a part of the process. It was nice to have such a large crowd, but unfortunately it wasn't possible to dig into some of the topics in such a way that I could totally understand. I really don't want to be a nuisance, but unfortunately for you, you are the only one at the city that will respond to my ramblings. Could you please provide me with some details that last night's format just couldn't accommodate.

1. I wasn't able to copy (I'm just not that fast) the City's graphs, charts and numbers. Could you please email those that were shown on the wall (by the city) last night. I don't need any pictures -- either team can come up pictures that support their case.

2. That 68% turnover figure leaves me confused. One might suspect that there are new hires that don't last through the first day, first week or first month. Are there employees that have been on the job for perhaps one, two, five or even more years? Solid Waste should have a longevity chart -- could you, without breaching any confidentiality, share it with me.

3. Could you please tell me today's (or some point in time) pay range for the collectors? For example (and I don't have a feel for the pay scale) there are three at \$13.50, nine at \$14.00 twelve at \$14.25.....

I am happy you suggest I attend the meeting -- thank you.

Jim Clark

From: Steven Sapp [mailto:ses@gocolumbiamo.com]

Sent: Monday, March 16, 2015 8:03 PM

[Quoted text hidden]

[Quoted text hidden]

Steven Sapp <ses@gocolumbiamo.com>

To: James Clark <clarkjim@mchsi.com>

Bcc: Steven Sapp <SES@gocolumbiamo.com>

Mon, Mar 23, 2015 at 9:44 AM

Good morning Mr. Clark,

So very glad to hear you attended the Ward 3 Check In on Wednesday evening. Sorry I was not present to meet you .. unfortunately can't make all of them and in this case some grandparent duties beckoned. Our customers questions and comments are never a nuisance and we're happy to answer.

I've attached the entire presentation with the graphs etc.

I've attached a chart which shows longevity figures in Solid Waste Residential Collections.

The salary range for a residential collection crew member is \$13.514 to \$18.315 per hour plus benefits.

\$13.514 - 6 employees

\$13.784 - 14 employees

\$14.047 - 1 employee

\$14.937 - 1 employee

\$15.424 - 1 employee

\$15.999 - 4 employees

\$18.315 - 1 employee

Sorry it took a couple of days to return your requests. Please let me know if you have additional questions.

Sincerely,

[Quoted text hidden]

2 attachments



SolidWaste2014_UPDATE.pdf

6191K



Residential Collection Years of Service.pdf

36K

James Clark <clarkjim@mchsi.com>
To: Steven Sapp <ses@gocolumbiamo.com>

Mon, Mar 23, 2015 at 10:22 AM

Good morning Steve Sapp,

You certainly live up to your title of, Public Information Specialist. You do an excellent job of informing the public. Thank you so much for providing every thing I asked for. You make opposing the proposed roll cart plan quite a challenge, but I'm going to try to overcome that challenge. During the meeting I did gain a new respect for the sincerity of the city's administrative folks, it's just unfortunate that (in my opinion) they are pushing a bad idea.

Again, thank you,

Jim Clark

From: Steven Sapp [mailto:ses@gocolumbiamo.com]
Sent: Monday, March 23, 2015 9:45 AM

[Quoted text hidden]

[Quoted text hidden]

Steven Sapp <ses@gocolumbiamo.com>
To: John Glascock <jdglasco@gocolumbiamo.com>, David NICHOLS <danichol@gocolumbiamo.com>, "Mitchell, Cynthia" <cmmitch@cocolumbiamo.com>, Barbara Buffaloe <babuffal@gocolumbiamo.com>

Mon, Mar 23, 2015 at 12:56 PM

While Mr. Clark does not feel the cart collection is a good idea, I wanted to share with you that after attending a meeting, Mr. Clark does appreciate and gained respect for the staff bringing the dialog to the the community, and he was happy his voice was heard.

Good job everyone -
[Quoted text hidden]

8/3/2015

City of Columbia, MO Mail - [PubW]: Citizen Feedback Form : 3-15-2015 12:47:42 pm

Mon, Mar 23, 2015 at 1:59 PM

Cynthia Mitchell <cmmitch@gocolumbiamo.com>

To: Steven Sapp <ses@gocolumbiamo.com>

I could not tell which person he was at the meeting. Many were just as hostile when they left as when they came, if not even moreso.

[Quoted text hidden]

Cynthia M. Mitchell
Solid Waste Utility Manager
City of Columbia PW Dept.
P. O. Box 6015
Columbia, MO 65205-6015
Tel: 573-874-6290



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Feedback from COMOTrash.com

3 messages

Columbia Public Works <PubW@gocolumbiamo.com>

Tue, Mar 31, 2015 at 8:33 PM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please :-	Sarah Smith
Your email address please:	lentz34@yahoo.com
Your thoughts ...:	<p>I wanted to voice my support for using roll carts for trash collection. I moved to Columbia one year ago from Naperville, IL. In Naperville we used roll carts. I find the roll cart to be far superior to using bags for garbage pick-up.</p> <p>In our neighborhood, many people no longer use the black trash sacks that are provided through the city and often animals get into these bags, creating litter. This litter is not only bad for the environment, but also unsightly. This may also seem trivial, but I find the sight of a mound of garbage bags on everyone's lawns for hours unsightly in the first place. When we first moved here, I was really appalled that a modern city was so behind the times that they still used bagged trash. I have lived in multiple cities throughout the US and all either used roll carts or waste cans. These make a city look much better.</p> <p>From a cost-basis, I cannot believe the amount of money the waste division spends on providing bags to individuals. There could be great savings to the city by using roll carts.</p> <p>It is also my understanding that there are a high number of injuries to the waste workers. The use of roll carts could help spare the backs of the workers and save the city money on work comp claims.</p> <p>Also, from a convenience standpoint, I find it a great benefit to be able to store my garbage in the roll cart throughout the week and just roll it to the curb on trash day. This saves my back.</p> <p>I am a Physical Therapist, and the roll cart is a much more ergonomic alternative to bags. It is much easier on an individual's back to be able to wheel a cart to the curb than have to lift a heavy bag and carry it to the curb multiple times (esp. when a family has several bags). It is my professional opinion that the roll cart would be a superior choice for the elderly and anyone with back, hip or knee</p>

Sincerely,
Sarah Smith

<https://mail.google.com/mail/u/0/?ui=2&ik=39bae2334e&view=pt&cat=Corn%20Trash%20Feedback%20Submissions&search=cat&th=14c729c7663bf652&siml=14c729c7663bf652&siml=14c7520d2219bade&sim...>



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Feedback from COMOTrash.com

1 message

Columbia Public Works <PubW@gocolumbiamo.com>
Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>
To: PubW@gocolumbiamo.com

Thu, Apr 2, 2015 at 12:59 PM

Trash Talk - Your Ideas ...

Your name please :-	josh campbell
Your email address please:	joshcampbell78@gmail.com
Your thoughts	Can you tell me why the Gerbes recycling drop off near shelter was closed? Will there be a new drop off on the western or southwestern part of town?

This email was built and sent using Visual Form Builder.



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Feedback from COMOTrash.com

1 message

Columbia Public Works <PubW@gocolumbiamo.com>

Wed, Apr 8, 2015 at 9:15 AM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please :-	Andrew Worrall
Your email address please:	worrall.andrew@gmail.com
Your thoughts ...:	<p>Let me start by saying I'm a public safety professional here in Boone County; I'm a police officer, firefighter, and EMT. I'm passionate about safety, both for those around me and for myself.</p> <p>I cringe on trash day; I see trash collectors riding on the truck and picking up large bags and other items from the curb. There's a reason firefighters don't ride on the outside of trucks anymore - it's unsafe! So why do we allow our city trash collectors to do that? There's also a reason heavy suitcases get a special tag put on them - those bags require additional people when lifting. Yet again, we're sending our trash collectors out picking up bags heavier than those suitcases.</p> <p>Additionally, having bags on the curb is such an eye sore! Seriously, I don't know of ANY other community that doesn't use rolling carts. I'd rather see carts sit out all day instead of trash in the streets and yards for several days. People are irresponsible when it comes to tying bags, running over them with cars, etc. And all bets are off with Mother Nature...high winds, heavy rain, and snow. These conditions spread trash around and make it even more unsafe for the collectors.</p> <p>It's time we get some common sense into our heads and get carts. People are afraid of change, but change we must if we are to progress.</p>

This email was built and sent using Visual Form Builder.



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Feedback from COMOTrash.com

2 messages

Columbia Public Works <PubW@gocolumbiamo.com>

Tue, Apr 14, 2015 at 9:09 AM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please :-	Jacob Rackers
Your email address please:	jacobrackers@gmail.com
Your thoughts ...:	<p>Recycling services have not been provided at the last two apartment complexes I have lived in along Old 63 between Stadium and the Business loop. I have to drive my recycling somewhere to recycle it. I think recycling services should be provided everywhere in Columbia. It would reduce "trash" and help the environment. Lets make Columbia a more environmentally-conscious township by completely providing recycling services to all of its citizens, not just people with houses.</p> <p>Also, I throw away 2 wal-mart bags worth of trash per month, so why does it cost me \$20 per month to pay for trash services? \$10 per wal-mart bag just to throw it away? This is unfair. I should be able to unsubscribe from trash services, and take my measly 2 wal-mart bags worth of trash somewhere myself.</p>

This email was built and sent using Visual Form Builder.

Columbia Public Works <PubW@gocolumbiamo.com>

Tue, Apr 14, 2015 at 6:01 PM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please -:	Erika Van Vranken
Your email address please:	erikav@centurytel.net
Your thoughts ...:	I support conversion to PAYT and roll cart system. People who throw away more trash should have to pay more. Also, even if there is no roll cart I don't need the city to provide bags, I can obtain my own bags if/as needed. Also a recycling system that doesn't require bags as it doesn't make sense to waste plastic bags to in order to recycle. Thank you.

This email was built and sent using Visual Form Builder.



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Feedback from COMOTrash.com

1 message

Columbia Public Works <PubW@gocolumbiamo.com>
Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>
To: PubW@gocolumbiamo.com

Sat, Apr 18, 2015 at 7:19 PM

Trash Talk - Your Ideas ...

Your name please :-	Brad Taylor
Your email address please:	jfmuggs@aol.com
Your thoughts ...:	<p>Trash pickup is a physically demanding job which requires activity in cold and hot weather. I believe is morally wrong to pay people to preform an activity which wears down or injures one's body. So at least in theory I support some sort of a roll cart system. Having one cart for recycling would be a huge improvement. I would also like to suggest that having large plastic trash containers could allow trash or recycling pickup on a schedule of less then current weekly frequency.</p> <p>There needs to be an improvement in the process at the city drop recycling collection points. The present open bins allow far too material to be scattered around the area . Perhaps there needs to be some sort of video cameras as there are many people who drop off items as trash not recycling material. I have witnessed people digging in the can bins, pulling out aluminum cans for their own recycling cash.</p>

This email was built and sent using Visual Form Builder.



Steven Sapp <ses@gocolumbiamo.com>

Fwd: In Defense of Wheelie-Bins - what you call "Roll Carts"

1 message

Barbara Buffaloe <babuffal@gocolumbiamo.com>

Mon, Apr 20, 2015 at 9:00 PM

To: Steven Sapp <ses@gocolumbiamo.com>

-Barbara Buffaloe
(sent from my iPhone so please excuse typos)

Begin forwarded message:

From: Michael Byrne <mjfbyme@gmail.com>
Date: April 20, 2015 at 8:53:38 PM CDT
To: "babuffal@gocolumbiamo.com" <babuffal@gocolumbiamo.com>
Subject: Fwd: In Defense of Wheelie-Bins - what you call "Roll Carts"

Sent from my iPad

Begin forwarded message:

From: Michael Byrne <mjfbyme@gmail.com>
Date: April 20, 2015 at 4:58:27 PM CDT
To: mayor@gocolumbiamo.com, ward1@gocolumbiamo.com, ward2@gocolumbiamo.com, ward3@gocolumbiamo.com, ward4@gocolumbiamo.com, ward5@gocolumbiamo.com, ward6@gocolumbiamo.com
Cc: Michael Byrne <mjfbyme@gmail.com>
Subject: In Defense of Wheelie-Bins - what you call "Roll Carts"

Dear Mayor and Council Members,

My name is Michael Byrne and I live at 305 Edgewood Ave. A month or two ago, I attended the 4th Ward meeting on the City's proposed roll cart and recycling initiative. I attended it because I had heard that there was strong opposition to instituting wheelie bins (what you call "roll carts") in Columbia and I was frankly perplexed as to why that would be the case.

Before going any further, I feel I must disclose that I have a pro wheelie-bin bias based purely on my own laziness. From the time I was 8 years old through the time I moved out to Columbia, every place I lived had wheelie-bins. From Washington D.C. (which does nothing else as good as our fair city, but was an early adopter) to Dunedin, New Zealand, to Wellington, New Zealand to Cambridge Massachusetts – each city had wheelie-bins for the disposal of trash and I found it so wonderfully convenient to have a trash bin that I put my trash in and wheel it down to the curb on the pick-up day.

When I moved out to Columbia in 2005, I found it perplexing to have the trash pick-up system you have here. It made no sense to me to put my kitchen trash bag into a larger black trash bag that I then had to store somewhere until the trash pick-up day. Storage was an issue at first because you don't want to stink up your house but you also don't want wild animals ripping open the bags. We started out storing the trash in our garage but lugging the trash down the drive on the night before or the morning of trash pick-up became a hassle, so my wife and I bought ourselves our own wheelie-bin. As our ancestors before us found out, the wheel is a wonderful energy saving tool and when it is combined with a trash can, it really makes one's life so much easier.

So I went to the 4th Ward meeting with a bias towards wheelie-bins but also with a genuine interest in finding out why anyone would be against them. I came away more

perplexed than ever – not just by the reasons given by the opposition but also by the vehemence of the opposition. I was frankly shocked and embarrassed that citizens of Columbia would be so antagonistic and rude to City officials over something as non-controversial (in my mind at least) as wheelie-bins.

I am sure that if this group called “SWAG” acted that way to your officials, you have all had contact with its members and have had to endure complaints about this program. I fear that given their strongly held beliefs you may feel that voter support is not in favor of wheelie-bins. I am writing in part to give voice in favor of wheelie bins to counteract the “anti-wheelie” supporters, but also to dissuade you from the notion that there is not voter support for this measure.

If I could address the latter argument first. As I am sure you are all aware, often times a small vocal minority with strongly held beliefs can hold up the legislative process. This may be for the good of the community or not, but does not necessarily reflect the remaining community’s view point. I have spoken to many of my friends and all of them have expressed support for wheelie-bins but none of them have such strong beliefs about this that they would mount a “pro-wheelie bin” campaign. I myself do not hold beliefs that strong and the only reason I am taking time out of my rather busy day to write this to you is my much stronger reaction to SWAG’s offensive behavior at my Ward meeting. I do not like bullies and I do not think the bullies should win!

Most of my friends could not be bothered to go to their Ward meetings because this really seems like such a non-controversial proposal they figure you will make the correct decision and they have busy lives and have other things to worry about. After all, part of representative democracy is allowing your elected officials to go ahead and make what

they think are the best choices for your city – especially when the choice seems pretty obvious.

I must also ask you whether the vehemence held by SWAG on this issue cuts against them. Such militant anger regarding wheelie-bins seems rather odd. That being said, I would like to examine each of the asserted reasons given by SWAG at the Ward 4 meeting for not having wheelie-bins. My memory is that the arguments were as follows: 1) wheelie-bins are inconvenient, 2) wheelie-bins will be ugly 3) wheelie-bins will cost the City a lot of money and 4) the City has an agenda that they are not disclosing.

1. 1) **Wheelie-bins are inconvenient.** The two things reiterated at the meeting were that wheelie bins will be difficult to store and that they will be difficult to wheel down to the curb. Aside from the fact that the City is willing to allow the current system to stay in place, this reason just doesn't make sense. First, one has to store their trash somewhere right now and second, wheeling a trash can down to the curb and leaving it there is an energy saving process. The wheel was invented for a reason and it was not to make people's lives more difficult.
2. 2) **Wheelie-bins are ugly** and will make our streets like a "Chicago alley" or heaven forbid like Ashland or Jefferson City. The argument here seemed to be that wheeling a can down to the curb and leaving it there all day would uglify our beautiful town and that Ashland and Jeff City have a massive problem with wheelie bins littering the street, obstructing traffic, creating chaos, lawlessness and the end of times. I work down in Jefferson City and go running on my lunchhour, including on trash pick up days. It is safe to say that I have yet to see cans littering the street let alone the doom predicted. Moreover, there are some who would argue that black trashbags mouldering away down at the curb are pretty ugly. If the trash bags are ripped open in the night by either raccoons or stray dogs (as has happened to me on several occasions), the trash strewn over the ground is both ugly and smelly. I

would also like to point out the Ashland and Jefferson City were raised as places Columbia should not be like in a fairly parochial way. I would urge each of you to contact their City officials and find out what they think about their waste management programs.

3. 3) **Wheelie-bins will cost the City too much money.** I don't know if this is true or not and I'll grant that if the cost is too much you should not undertake this project. You are in the position to determine this – no one else. What I will say is that an undercurrent being thrown about in this debate was that people would pay more for the rental of the wheelie bins than they do right now and that seems likely. It is also true that some people may not have the ability to pay, our most vulnerable populations who need state and federal support and the City should fashion some mechanism to address this at least in part. On the other hand, it is important to have a price rationing mechanism in place to give people the correct incentive to recycle.
4. 4) **The City has a “hidden agenda.”** – I guess this is possible but you would be in a better position to know this seeing you are the City. I think this should really be taken as evidence of the lack of credibility of SWAG. Whenever a group starts descending to conspiracy theories and paranoia, I tend to think they are the delusional ones. Of note, after I spoke up in favor of wheelie bins and left the Ward 4 meeting, I was accosted by a couple of members of SWAG and accused of working for the city and being a “plant” in the audience.

I am sure you are aware of all the good reasons that you should vote for wheelie bins. I must confess that before the Ward 4 meeting I was not aware of them and I was glad to find that there were some good ones beyond my own general desire to have one to make my life easier. I was particularly struck by the plight of your garbage collectors. I had no idea that so many suffered injury but as soon as that was disclosed in made a lot of sense to me. For that sake alone I think you should go for wheelie bins.

I would also like to say that as a former economist (I worked for the New Zealand Treasury out of University), I wholeheartedly endorse an incentive mechanism to encourage people to recycle. I now work down in Jefferson City at the Missouri Attorney General's Office. After the Ward 4 meeting, I asked many of the people I work with who live in Jeff City their experience with wheelie bins. Each and every one of them was favorable and what was interesting was the number of people who were proud of the fact that they now recycle. I work with a lot of former cops (including former CPD's) and to a person they indicated that they could never be bothered recycling before wheelie bins but single stream recycling makes things so easy and it reduces the limited amount of room in their trash bins so now they recycle and they like it.

I recognize that my view is biased in favor of wheelie bins and that the evidence I have seen in Jefferson City both from my runs and from talking to people is anecdotal. I urge you however to treat the vehement opposition to this program with a large grain of salt. Please use your own common sense and if you have concerns contact the officials in Jefferson City and Ashland, or visit these two cities on trash day to help make up your own mind.

I apologize for the length of this letter and I appreciate you reading it through to the end. Please understand that this was a significant time taken out of my day for an issue that I believe in but not as strongly as the opposition. As I said before, I do not like bullies and I believe SWAG is trying to bully both your administrators and you into making the wrong decision here.

If you have any questions for me, you may either e-mail me at this address or call me on 573 823 3668.

Sincerely,

Michael J.F. Byrne Esq.

305 Edgewood Ave,
Columbia MO 65203



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Feedback from COMOTrash.com

1 message

Columbia Public Works <PubW@gocolumbiamo.com>

Fri, Apr 24, 2015 at 7:01 PM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please :-	Reng Winters
Your email address please:	rengkelly@hotmail.com
Your thoughts ...:	<p>I have personal experience with the blue trash bins. They are a nightmare. My elderly mother who lived down in Jefferson City 10 years ago could have easily carried a small bag of trash out to the curb one at a time. But she could not manage those large roll carts. All the people who are currently advertising for the ease of the use of these big blue carts are big men. I am a small middle aged women, I could barely move that cart back 10 years ago. My mothers drive way was only about 30 feet. I had to drive from Columbia down the night before, then drive back then next day to pick it up, since it can't be left at the street side. Then inconvenience was immeasurable. Now, my mother-in-law up in St. Louis has the system. She is a larger taller elderly lady, but she too is having a difficult time safely moving that big bin out to the curb. You plan on condemning us to use these carts here in Columbia when we have an excellent system that meets our community needs. I will hate this. Why change? Charge a greater monthly price to cover the increased costs if you must, but keep the system the same. I now have a driveway that is over 500 feet and a big hill to go up. I am much older, this will be even harder than before!!! What about those of us who are small, are elderly, the disabled, we physically can not handle those carts! It is simply age and ability discrimination. However, there is a simple solution. Make the service both ways. Have the default system and cheaper price be the blue carts, keep it at current pricing as incentive for folks to go to the blue carts. Then have any one who wishes to continue the current bag system as is for both trash and recycling request to pay a higher price monthly. DO NOT GO TO A PAY BY BAG (Jefferson City did this too when I was a kid and it was a scam.) Select a higher all inclusive monthly price for those who wish to have the current bag system for convenience (But keep the cost still within reason, don't get greedy). Have the elderly and the disabled who are not able to physically manage the blue carts submit a statement from their medical providers of this limitation. They should not be penalized requiring higher prices to have the bag system, they should be charged the lower monthly amount but be given the bag option if they have the Doctors note. Yes, it would require some book keeping changes. But the current trucks have already been switched over I have heard despite our community's protest and desire to not use the big old ugly blue trash bins in our community, and they can handle both systems. So it would only require a billing and tracking</p>

change. We can meet all our citizens needs, and wishes, if our community just tries to be flexible and listens.

This email was built and sent using Visual Form Builder.



Steven Sapp <ses@gocolumbiamo.com>

Re: [Waste-Mgmt]: 6 ward Trash Talk

1 message

Cynthia Mitchell <cmmitche@gocolumbiamo.com>

Tue, Apr 28, 2015 at 8:13 AM

To: Lisa Rohmiller <lmrohml@gocolumbiamo.com>

Cc: Steven Sapp <ses@gocolumbiamo.com>

Awesome, thanks Lisa.

Steve - for the collection.

On Tue, Apr 28, 2015 at 8:07 AM, Lisa Rohmiller <lmrohml@gocolumbiamo.com> wrote:

Cynthia,

The Pagans are great volunteers - they've led a group of volunteers into the Hinkson Creek near their house for years with the Hinkson Clean Sweep, and who knows what all else they do for the community. I'd expect their names to be recognized by those who care about the environment in this town - glad to hear from them! :)

I'll send them a reply.

Lisa Rohmiller

Senior Administrative Support Assistant

City of Columbia

Public Works - Solid Waste Division

1313 Lakeview Avenue

P.O. Box 6015

Columbia, MO. 65205-6015

Phone (573) 874-6291 x. 6279

FAX (573) 449-9641

Like us on Facebook!

Please consider the environment before printing this e-mail

—— Forwarded message ——

From: **Jeanine Pagan** <jeanine.pagan@gmail.com>

Date: Mon, Apr 27, 2015 at 11:39 PM

Subject: [Waste-Mgmt]: 6 ward Trash Talk

To: waste-mgmt@gocolumbiamo.com

We won't be able to attend the 6 the Ward Trash meeting on April 30. I would like to say we are in favor of having the roll cart method. We are 63 years old and pulling bags out of trash cans and putting them out to the curb is getting harder. The roll carts are so much easier. I have used roll carts when I have been visiting family in Arnold Mo, Willard MO, Kirkwood Mo and Davenport IA. I can't understand why all these cities can have roll carts for all these years. There is a very vocal group that want to hang on to this archaic method of trash disposal for Columbia. So if you can pass my comments on to the waste management staff who are collecting comments on the roll cart me, I would appreciate it. I look forward to having the roll cart method

Jeanine and Steve Pagan
701 Bluff Dale Dr
Columbia

Cynthia M. Mitchell
Solid Waste Utility Manager
City of Columbia PW Dept.
P. O. Box 6015
Columbia, MO 65205-6015
Tel: 573-874-6290



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Feedback from COMOTrash.com

1 message

Columbia Public Works <PubW@gocolumbiamo.com>

Thu, Apr 30, 2015 at 3:18 PM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please -:	George Cline
Your email address please:	gcline14@gmail.com
Your thoughts ...:	Yes, we need to talk. What these meetings are intended to do is to coerce the citizens of Columbia (ram down our collective throats) a version of trash pick-up that we do NOT want. I will vehemently oppose this as every homeowner in our development will do as well.

This email was built and sent using Visual Form Builder.



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Feedback from COMOTrash.com

1 message

Columbia Public Works <PubW@gocolumbiamo.com>
Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>
To: PubW@gocolumbiamo.com

Mon, May 4, 2015 at 4:43 PM

Trash Talk - Your Ideas ...

Your name please -:	Virginia Brundage
Your email address please:	brundage@socket.net
Your thoughts ...:	<p>The trash pick up works just fine. Leave it alone and do not get roll carts. Pay your workers more money and get another truck so they won't have to work so hard. This could lessen turnover and help with injuries. Train the workers to work safely and, if they do not, fine them or suspend them. You are clever people. Think of ways to help the workers. People will recycle only if they want to. You cannot force it upon them. I do recycle everything I can.</p> <p>Some folks are just lazy and don't care. You won't be able to change that. It is not government's role to enforce human behavior.</p> <p>If the past is an indication of what is to come, the city will have it's way no matter what the public says. They always think they know best.</p>

This email was built and sent using Visual Form Builder.



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Feedback from COMOTrash.com

1 message

Columbia Public Works <PubW@gocolumbiamo.com>
Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>
To: PubW@gocolumbiamo.com

Wed, May 6, 2015 at 8:08 PM

Trash Talk - Your Ideas ...

Your name please -:	Jolene Kington
Your email address please:	the.kington4@gmail.com
Your thoughts ...:	<p>I attended a trash talk in March and must say that I was surprised how inconsiderate and juvenile many of the attendees behaved. Even though I had a seat up front it was difficult to hear all that was said by both sides. Nonetheless I whole heartedly believe that roll carts and a pay as you throw system is the safest, most economical for the city, and FAIREST way to proceed. It is safer for refuse collectors and residents. Studies have shown that roll carts are easier to transport than bags and critters cannot rip into them like bags. The pay as you throw system would treat garbage like any utility, and reward people that recycle. I do not agree with the opponents of roll carts that the carts would be unsightly or be a nuisance. We had roll carts in St Paul MN and paid extra if we overfilled it. It was a great system that encouraged everybody to recycle, so much that people chastised you if you threw away a bottle. Here the opposite is true!</p> <p>I would also like our city to try to negotiate a deal with Ryan Enterprises for plastic recycling (#3-7). Let's keep it local!</p>

This email was built and sent using Visual Form Builder.



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Feedback from COMOTrash.com

5 messages

Columbia Public Works <PubW@gocolumbiamo.com>

Sun, May 10, 2015 at 9:16 AM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please :-	Wanda
Your email address please:	wand@dglsystems.org
Your thoughts ...	We just moved from a town in FL which had the roll carts and we loved them; however, I must say we did not live with a sloping driveway which may be a problem for some people. But it was great not to have to separate the recyclables which MIGHT make some people be more inclined to recycle. We did still use a plastic bag for the trash just to keep the cart from getting really dirty and nasty. As I remember, there was no input from the community because the trash hauling was with a private company. But, all in all, I wouldn't hesitate a minute to have roll carts again.

This email was built and sent using Visual Form Builder.

Columbia Public Works <PubW@gocolumbiamo.com>

Sun, May 10, 2015 at 11:01 AM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please -:	Gayle Saylor
Your email address please:	saylorgv@hotmail.com
Your thoughts ...:	I have to use a rolling walker to get around. I hire an agency person for 2 hrs. one day a week to shop for me and she usually takes the trash out, but if necessary I can pile the bags on the seat of my walker and get them from my house out to the curb. However, if the city converts to rolling trash carts, there is NO way I could get them to the curb and/or back. Please leave the system as it is. I would imagine most of your hiring and injury problems pertain to the handling and sorting the trash after it has been collected.

This email was built and sent using Visual Form Builder.

Columbia Public Works <PubW@gocolumbiamo.com>
Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>
To: PubW@gocolumbiamo.com

Sun, May 10, 2015 at 11:47 AM

Trash Talk - Your Ideas ...

Your name please -:	marvin mustard
Your email address please:	marvinmustard@yahoo.com
Your thoughts ...:	The carts will have to sit outside for lack of room in the garage. It would be an ugly site in a nice neighborhood. Having trouble now so would prefer just one trip to the curb with a BLACK BAG. Thanks.

This email was built and sent using Visual Form Builder.

Columbia Public Works <PubW@gocolumbiamo.com>

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Sun, May 10, 2015 at 12:08 PM

Trash Talk - Your Ideas ...

Your name please -:	michael bowling
Your email address please:	mbowling@stephens.edu
Your thoughts ...:	<p>From what I know now, I don't care if roll carts are part of the new system.</p> <p>However, my son lives in McMinnville, OR a town of 35,000 which uses roll carts. His family has one for trash and one for recycling. My concern: glass is not allowed in roll carts there. To recycle glass one must package it up and take it two miles to a central recycling center.</p> <p>Will glass be allowed in roll carts here? If not, I can see a huge pr problem for you.</p>

This email was built and sent using Visual Form Builder.

Columbia Public Works <PubW@gocolumbiamo.com>

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Sun, May 10, 2015 at 8:25 PM

Trash Talk - Your Ideas ...

Your name please -:	David Wobbe
Your email address please:	dcobra2003@yahoo.com

**Your
thoughts
...:**

read Glascocks propaganda piece in the Sunday Tribune. I doubt that he, Mathes or any other city employees cares, but my wife and I are both against the use of roll carts.

Roll carts are ugly, nasty and will make neighborhoods look cheap. We don't have room to store them inside, so they'll set along side my driveway when they aren't setting curbside. You've cheapen up the black bags just to make roll carts look more attractive. (That's akin to, if we don't play my way, I'll take my ball and go home).

Roll carts will not increase recycling at our house. We recycle everything the city will currently pick up.

Wish to heck you all would get off the roll cart kick. Instead of wasting all this money on trying to sell the taxpayers on this crock, use it to improve the current system. I also wish you'd send Mathes back where he came from, and take the rest of you roll cart advocates with him.

Vote.....two NO's on roll carts.

This email was built and sent using Visual Form Builder.



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Feedback from COMOTrash.com

1 message

Columbia Public Works <PubW@gocolumbiamo.com>
Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>
To: PubW@gocolumbiamo.com

Thu, May 14, 2015 at 2:40 PM

Trash Talk - Your Ideas ...

Your name please :-	Suzan Tuley
Your email address please:	Tuleys@missouri.edu
Your thoughts	I would like a roll cart. Please replace the plastic bags with roll carts. Thank you!

This email was built and sent using Visual Form Builder.



Steven Sapp <ses@gocolumbiamo.com>

Fwd: [Waste-Mgmt]: Citizen Feedback Form : 5-21-2015 01:02:25 pm

1 message

Cynthia Mitchell <cmmitche@gocolumbiamo.com>

Thu, May 21, 2015 at 4:38 PM

To: bjogb1@gmail.com

Bcc: ses@gocolumbiamo.com

Hello,

1) If we are directed to proceed with offering a roll cart, it is not our recommendation that a bag be required. That will be up to the cart user. In most cases, I believe people collect the waste already in some smaller bag and combine them in their larger bag they place curbside so they could just deposit the smaller bags into the roll cart, but no bagged requirement is intended.

3) The current collection fee covers trash and recycling collection and disposal fees as well as a small amount for the bags/vouchers. There would be no direct charge for the cart. The cart expense would be incorporated into the rates, but on a 10-year replacement schedule allocated proportionately as we do for truck and other equipment replacement. The bags, however, are a single-use item that must be replenished regularly in the annual budget.

Policies will be established regarding thievery and replacement. The carts have a 10-year warranty from the manufacturer for breakage that is not obviously user negligence.

4) see #3

5) see #1

6) Recycling is not proposed to go to a roll-cart collection system until further study and evaluation. The concept at current attention is automating the collection of trash due to many issues with existing system from the curb to disposal aspect.

7) see #1

8) Policies will be established providing guidelines and time frames the cart must be retracted back from the curb, similar to the current restriction on when trash can be placed at curb, i.e., not before 4:00 p.m. the day before designated collection day.

Thank you for your interest and for recycling.

—— Forwarded message ——

From: <noreply@gocolumbiamo.com>

Date: Thu, May 21, 2015 at 1:02 PM

Subject: [Waste-Mgmt]: Citizen Feedback Form : 5-21-2015 01:02:25 pm

To: waste-mgmt@gocolumbiamo.com

The following form submission was received on the City of Columbia website. The sender has been notified of the successful receipt of this request. Recipients should respond to this request within a reasonable time frame, normally within 1 to 3 business days. For more information regarding origin of this message or to report spam contact the Webmaster at webmaster@gocolumbiamo.com.

Below are the results of a Web form submitted on: May 21st, 2015 at 01:02PM (CDT).

Name: Brenda Graves-Blevins
Email Address: bjogb1@gmail.com
Comments: Hi,

I haven't seen these questions addressed, so excuse me if the following questions about trash pickup have been answered in the media and I have missed them.

- 1) We already pay for trash bag vouchers with our refuse fees. We would still have to use bags in the roll carts to keep them from stinking, so wouldn't we be paying for both bags and roll carts?
- 3) And exactly how would citizens be charged for the carts in addition to what we already pay for bags, as a one time charge for the cart unless or until through wear, or theft, another cart was required?
- 4) Or rather, would this be an added monthly cost in addition to the bag costs and also included in our monthly refuse fee?
- 5) Or would we be expected to purchase bags ourselves and individually, which would probably be more costly?
- 6) And what about those of us who recycle, would we need one or more roll carts for those items?
- 7) We would also need the bags for inside to keep those carts clean and so would vouchers for those continue to be provided?
- 8) Also, will the city require or issue fines if the carts are not housed away from the street in order to prevent the unsightly carts from being left at the curb by folks who don't want to have to move them back to where they are stored?

Thanks for your attention to these questions.

Brenda Graves-Blevins

IP:69.179.183.225
Form: Citizen Feedback Form



Steven Sapp <ses@gocolumbiamo.com>

[PubW]: Feedback from COMOTrash.com

1 message

Columbia Public Works <PubW@gocolumbiamo.com>

Tue, May 26, 2015 at 9:03 AM

Reply-To: Columbia Public Works <PubW@gocolumbiamo.com>

To: PubW@gocolumbiamo.com

Trash Talk - Your Ideas ...

Your name please :-	Jeff Rogers
Your email address please:	theotherjeffrogers@outlook.com
Your thoughts ...:	Regarding yard waste: I've heard you talk about possible "yard waste days," and I think that might be a good idea. I wonder if you've considered providing biodegradable kraft paper yard waste bags as part of that option?

This email was built and sent using Visual Form Builder.

Comments from Facebook

Jordan Parshall The Missourian did a feature story on the roll cart conversation here in Columbia. I encourage you to read through to get caught up on the issue and even share your opinion by voting in the page's poll. Spoiler alert: I voted YES to roll carts.

Sandy Minea this is still just SO mind blowing to me, Jordan! i voted (spoiler alert, YES). I actually laughed out loud at the quote about " there's no evidence that this was trash day because the bags are gone". uhm, I would MUCH rather not have bags and bags of trash sitting around.

Kayla Hagedorn Oh I loved my roll trashcans in St.Louis!

Alex Embree We have them in Ashland and like them, too!

Greg Linde It's what we use in Chicago. I like it. Better than mixed receptacles like I grew up with in Mid-Mo, or just bags of trash on the sidewalk like NYC.

Jordan Parshall Check out this video from the Columbia Missourian to see some real Columbia residents give roll carts a spin. I hope it helps convince you to be pro-roll carts. There are lots of positives.

Susannah Still Roetlin Wait, I don't understand the arguments against them, do you? Am I missing something?

Jordan Parshall Susannah, you aren't missing something. People who are against it might be missing some things though

Sandy Minea I'm sorry, do you mean to tell me that you now (edited - i had typed not instead of now) put out black trash bags that the city provides to you and people are AGAINST a reusable trashcan that is on wheels? I am not being cheeky, I just really think there is something I am missing? I did a quick google search but maybe you can explain this better to me?

Jordan Parshall Sandy, some people are very stuck in their ways and don't seem to be listening to all the potential advantages (cost savings, worker safety, increases in recycling rates, etc.) of switching to roll carts. I'm trying to increase the positivity and support!

Sam D'Agostino This video is amazing.

Crystal Paddock Emeline Rogers and I attended a trash talk last night, and it made me lose my faith in the democratic process just a little. Here's a good article about the issues from the Missourian, with a poll! I think the bizarrely anti-roll-cart contingent was very over represented at the meeting, so maybe those of you who don't think it's a human right to throw out unlimited bags could click the button and send the garbage collectors some support.

Ian Monroe We have roll carts in Berkeley and they don't get stolen here (outside of neighbors accidentally taking each others carts). So lol @ that objection.

Deborah Miller Agreed. No one has ever taken my rolling trash or recycle bin in Minneapolis. Also, who - regularly - has so much trash that it won't fit into a bin?

Jen Miller We have roll carts here, and they make the neighborhood much cleaner, make taking the trash and recycling out not such a bother, and dogs and wind don't knock them over. (I didn't know they were called roll carts. We just call them garbage cans.) There...See More

Shauna Baker We had them in Fulton and I loved them compared to Columbia's current "just throw whatever on the curb" policy...though the nosey old neighbor lady would come knock on the door to let us know we hadn't put it out. To which I would have to reply, "There are only two of us at this house. We don't even come close to filling that giant thing every week!".

Sarah Swain Barnett Why is this a tough sell?? These numbers are terrible. C'mon CoMo! [cast a VOTE at the end of the article] #rollinrollinrollin "City officials say Columbia is underperforming on recycling compared with other cities. Columbia's diversion rate — the percentage of collected refuse such as recycling and composting that doesn't end up in the landfill — is 17 percent, according to the Public Works' Solid Waste website. The national average is 34.5 percent."

Barbara Paynter Barnett Nashville has roll carts for trash AND recycle. All of them large - not 32 gallon size - and no sorting of recycling required. It seems to work really well.

Carrie Konczal Paynter This is ridiculous! Even my mom in Statesville, NC now has roll carts for recycling

Stessie Millner I don't get it either. Bring on the roll carts.

Sarah Swain Barnett My parents also have roll carts for trash and recycle -- works great! Plus, I'd imagine the vast majority of households could get away with the smallest cart for trash. I know we certainly could. I'd love to see carts for both trash and recycle here as well.

Columbia Missourian Are you unsure where you stand with the roll cart debate? Three Columbia residents tested out the new trash system for themselves.

<http://bit.ly/1FC7wpS>

Dustin Stull Seriously people, it's 2015. How can there be this much debate over roll carts? The people complaining make it sound like Columbia is the first city to even think of roll carts. Why isn't this outsourced anyways?

Donna Oser Why not have two making recycled one blue? No bags to carry.

Corey Parks Bottom line. Who cares if people like it or not. What is going to eliminate a few jobs and cost less over a 5-10-15 period. That is what should matter.

Jess Green Scott If roll carts are a tough sell for you as a Columbia resident, I think you should rethink your priorities. We are very lucky that our trash gets picked up and taken away... Just remember that it's real people that pick up your trash, real people that get hurt. The costs for Workmen's Compensation for the city are through the roof. And this whole county looks like a goddamn pigsty and it's not just from litter... I drive by people's bags of trash that had been ripped open overnight and it's absolutely shameful what this town looks like. If you throw something away, you're responsible for making sure that it gets to the landfill in a way that doesn't harm other people or the environment.

Jess Green Scott I also think it's extremely generous of a city to ask the citizens for input instead of just choosing a single option that works best for the city. Most communities would do the math on paper and say screw this we're going with an automated system that keeps people from getting hurt and doesn't cost us an arm and a leg in insurance and claims.

Lawrence Lile Here's the best argument against roll carts: "We don't like anything that is different than we are used to". Other than that, they pretty much got nuthin'

Melanie Cheney I don't understand what the big deal is. Wouldn't it be easier to put your bags in a cart... That rolls?

Katherine Beeny I see plenty evidence that trash bags were out earlier because animals rip in to them and then there's trash left scattered, that's gross for the trash guys when they have to pick that up and there's stuff oozing out.

Andi Renea The animals get in the trash and it flies all over the street, too.

Allison Miranda Rolling cans would be great. Easier for the resident. I feel so sorry for the guys who have to collect the trash in horrible weather....hot or cold.

Michael Goldschmidt So I've been holding off commenting on this in the past because whatever I say will generate a lot of negative comments that have already been vetted. However, my view is this: if you came to Columbia sometime in the past and we already had roll carts, people would bitch and moan but they would still use them because it's the way trash is done. No one is going to say "Hey I'm just going to throw stuff in my backyard instead". because there are laws against it, just like now. I believe in the democratic process but I think this issue comes down to this: I think the trash collectors should have an important say in the debate because they are having to remove the trash and recyclables. I think the people who complain about the cost have a valid concern also. I think the Disabilities Commission has valid concerns that I think can be easily addressed. But let's say 10 years from now we have a roll cart system and everyone has pretty much embraced it or accepted it. I do not believe we are going to be still having this conversation. We are going to laugh that we even spent so much time debating it. But the results could be pretty important: Happier trash collectors and a much greener city.

Charles Elliott Dudley Jr. Columbia needs roll carts but also trash should be bagged and tied so you have less trash blowing around the city and county.

Carla J McElroy When we moved here from STL, we were shocked by the trash system. Appalled would be a better word for it. Dangerous for the workers, and just plain disgusting. I grew up in Fulton, and they have the automated trucks as well. What's the hangup? Will it really cut jobs, or is it the initial cost of new trucks?

Michael Byrne For as long as I can remember we had them in DC and they worked really well. One of the few things that the DC government did right under mayor Barry. I feel very wasteful putting my kitchen trash bags into the black trash bags. I then put those into a wheely bin which I take down to the curb every week so I don't have to lug the trash bags down. I'm looking forward to the new system.

Baadi Tadych I love the idea!!! As a single person household, there are some weeks when I put out no trash, but pay the same as someone who throws out multiple bags every week. I would welcome a cart to wheel down my trash. Would the cart go on the side of the road or would you put it in the grass?

Dustin Stull Yes, please join the 21st century and allow for roll carts. Anything but the 'free' bags. BTW, nice going on providing smaller bags than previous. They don't even fit in my trash can anymore. Not for sure why this will need to be a 2 year project to start up. Maybe the city should just outsource the work like everyone else.

Mark Abadir But what about the feral cats, the abandoned dogs, and the raccoons? If we put trash in rolling carts, they won't be able to rip open all the bags in my neighborhood and spread it in the streets. What will they eat now? I would really miss the trash blowing around on windy days, too.

Walter Lane III Or get the trucks with the arms that lift the cans into the trucks. We have them where I live in FL and they do just fine.

Dustin Stull Isn't it a little sad that Columbia had to look to Ashland as a model for the system? It's not rocket science, it's 2015, get roll carts.

Corey Parks Fulton uses them as well. If you can cut employment costs and workman comp payments over a 35-110 year period then I say go for it. Why send two the guys out on a truck when one will do.

Polly Sweitzer Love the roll carts- works well in California.

Scott Wilson I think it should at least be an option. It would hopefully increase recycling. Not sure how much work comp savings, but they say they wouldn't lay any employees off.

Jimmy Hart I'm all for the changes. This system is broken. Been that way for years. How can Fulton and Jeff city be automated, we still jumping off the back of a trash truck. People complain but there not the one's out there rain sleet or now. Risking or lives everyday to do a nasty job. The city needs to educate the residents of Columbia on recycling then get the material recovery facility updated to handle all the recycling. We run two routes a day. We don't have enough trucks on either side. Some days we have to

run close to three routes. Yet we do it with a smile. No lunch breaks. Trying to keep Columbia clean. The council members have other priorities like changing the age limit to smoke putting a ban on plastic bags. When they should focus. On how dirty some of these neighborhoods are. So I'm all for the changes. Its nit right one house have one bag of trash out. The person next door has twenty.

Sarah Ashley Johnson Roll bins are much better than what we have now. It doesn't get that dirty if you bag your trash right. Jeff City has them which is what I grew up on and it sucks moving to columbia and not knowing what to do with the trash, our options are to leave it in the house smelling up the house or put it outside where animals get into it. Nothing makes me madder than walking out in the morning to find trash bags open and a mess to clean. At the same time, I can't leave it in the house because I have dogs. Something needs to change!

James Reese So you have a nice fenced yard and gate to bring the bins behind away from animals and such? No body in out neighborhood has the luxury and our bins will remain in the street or just up from the side walk as I use my garage for cars and have a hill lot. It is not broken, it should be left alone

Sarah Ashley Johnson So because the current way works best for some people we shouldn't even talk about the issue? That seems fair. It is broken, maybe not for you, but unless you want to come to my house and pick up the trash from the animals, maybe you shouldn't speak for everyone.

James Reese I was not speaking for anyone, I was pointing out the there is very little issue with the trash situation in Columbia and the city backed rush to create and then solve a problem while there are real issues that need their attention is silly and a good example of obfuscation

Rosella M Orozco I actually agree that roll buns would work much better!!! I have the same issue! I actually have a roll bin from when I first moved here... It helps keep the animals out of my trash, but then I have to haul out the bags before the garbage truck shows up... If we could use bins, people could get one specifically to use for recycling...

Whitney Thompson-Harner Everywhere else I've lived has had the rolling bins and they were great. My paper recyclables never blew away on a windy day. I didn't have bags of trash sitting in my garage being smelly. It's easier to roll a heavy load to the sidewalk than to carry or drag it.

Sherry Hays Kudrna Mark me down in favor of roll carts. Having moved here from a community that used roll carts, I can testify carts are so much easier to deal with than bags and boxes. Roll carts are easier than a small shopping cart to operate, and the city has proposed to offer several sizes, so it's not a given that everyone will have a mini-dumpster to manage. If switching to roll carts cuts back on injuries to city employees and keeps my trash collection bill from doubling, then I'm all for them.

Leslie Shaw My neighborhood was in the pilot program for the recycling tubs (no wheels)--a green one for paper & a blue one for mixed recyclables. I love it, and it makes recycling so much easier. We don't generate too much garbage, but I could see how it wouldn't work as well for households with large families. Also--I'm so excited that we can recycle plastics 1-7 now! Thank you CoMO public works!

James Reese This is an example of the city creating a problem so the city can pretend to solve it. Nothing needs to change beyond encouraging recycling and yard waste mulching. Reusable bags if not properly washed can harbor all kinds of harmful bacteria and roll carts are not well suited for Columbia and will cause a wide variety of issues. Leave it alone and move on to real problems facing our community.

Kevin Peterson I am for it. The only thing for me is, I would bag the garbage, then into the container. Gets hot here folks. Also the hills and valleys are a concern. I live on a flat area, not a big deal for me. Also looking into a independent contractor maybe a option. Plastic bag bans, and this at the same time is a little to much in my opinion. There maybe resistance.

Sharon Preston when i lived in kcmo they changed the system, rather than billing more they allowed all the recycling a person wanted to do and one bag of rubbish. after that you had to buy a tag at the store for a dollar to put on additional bags or they would be left behind. seemed like it worked pretty well.

Janine Jacoby I think you all do great! I have two plastic bag cans at home, one black, one blue. We recycle everything we can. Sunday night, out to the curb they go. I don't have a problem to solve; I'm not sure what the exact issues are.

Chrissy Meyer I am all in favor of roll carts! Keep animals out of trash bags and keep Columbia clean!

Pat Stewart Why not make the recycling bins available for everyone? Makes more sense than blue recycling bags, especially considering the attempt to ban plastic grocery bags. Tried to get a blue bin from the city but they said they didn't have any more. Bought ...See More

Kirstie Hook Rolling bins sound great - in theory. The last city we lived in required rolling bins that were supposed to be stored in the garage (or at least out of sight) on non-trash days. That really didn't happen because most people didn't have space in the g...See More

Kathryn Roberts Our family doesn't generate much garbage except during leaf season. I hate putting out multiple bags at that time, but I don't have much choice since I have no way to haul the leaves and we can't burn. I wonder how the new system would handle this problem

Cherie Kite Rutter Get those great rolling trash carts - I'll take a pink breast cancer one!

Cindy L. Robinson Everybody in Columbia needs to attend have your opinion heard fight for what is best for our community

Stephanie Bakken Wait, what?! You just set your trash bags on the curb?? How can people deal with that?! Where do u keep your trash all week? I have never lived in a place where you don't have a container for your trash- I had no idea- totally shocked.

from [ColumbiaMissourian online poll](#) – Screen shot taken Friday, March 20 3p

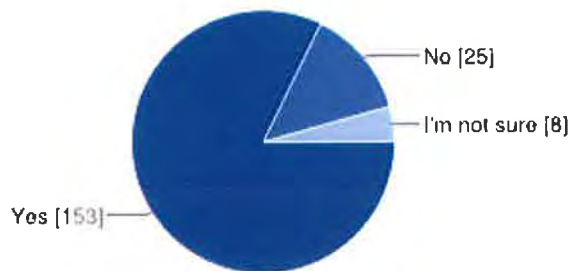
159 responses

[SIGN IN](#)

187 responses

Summary

Do you want the city to adopt a roll cart trash system?



Yes	153	81.8%
No	25	13.4%
I'm not sure	8	4.3%

Number of daily responses



Comments on FB Heartbeat page story re: roll carts:

<https://www.facebook.com/columbiaheartbeat>

Columbia HeartBeat I can't help but think if we had leaders -- i.e. Mayor, city manager, City Council -- the community trusted, selling ideas like this would be a lot easier. Because they've squandered so much trust across so many different, recent issues, city officials are left with nothing to recommend their decisions -- or decision-making capabilities. Though I'm personally fine with roll carts, City Hall would be better off putting this issue to a vote of the People.

Like · Reply · 6 · January 22 at 9:17am



Michael MacMann I would wish that the passion the roll cart controversy elicits would manifest itself over much more pressing issues; infrastructure, the budget, and pensions.

Like · Reply · 14 · January 22 at 8:48am



Jean A. Blackwood It is a total mystery to me why a community that shows a progressive bent on many issues should be so opposed to moving into the 21st century when it comes to trash collection.

Like · Reply · 12 · January 22 at 9:11am



Charles Elliott Dudley Jr. Because that is the way they have always done it and they obviously are clueless.

Like · 4 · January 22 at 9:22am



Leslie Finnegan Conn After having trash bins for six years, I still love to wake up in the morning and have all the neighbors' trash sitting in their bins at the curb instead of strewn all over from wild animals ripping open the bags. I'm pretty sure the trash guys like bins too. It saves their backs!

Like · 3 · January 22 at 12:30pm

[View more replies](#)



[Write a reply...](#)



Melissa Smith I have had roll carts since I lived in Centralia. We never, ever have any trash spillage, leaky spots on our garage floor, dogs getting into our trash...ever. Now, every single neighbor we have ever had without trash cans have always had these problems. An added bonus? The trash guys love them. Easy to move around, easy to dump, easy to put away. I don't know why anyone would fight them.

Like · Reply · 8 · January 22 at 9:45am



Maria Oropallo Using roll carts is the most effective and efficient way to deal with household trash. It has been proven many times in many different areas.

The key is finding out who benefits by keeping our outdated system which is costly, dangerous (to workers, animals, and residents), and environmentally hazardous. It is certainly not the citizens of Columbia who are benefitting.

All of my statements regarding roll cart usage are verifiable.

Like · Reply · 7 · January 22 at 3:54pm

Tom Murtha who benefits?? Usually municipal union workers

Like · January 22 at 4:40pm

Maria Oropallo Not so, Tom. Solid Waste management (landfills, collection companies, burn plants) are more insidious than the Mafia during prohibition.

Like · January 22 at 4:42pm

[View more replies](#)

[Write a reply...](#)

Bill Greising First question: Who stands to profit from roll carts?

Like · Reply · 6 · January 22 at 9:35am

Seth Colaner Please. Pleasepleasepleaseplease. Columbia has the most absurd refuse collection practices... I don't buy many of this article's arguments. A per-bag fee would be truly stupid, yes, but I don't see anything else very compelling in there. The current system is ridiculous and seriously needs changing.

Like · Reply · 6 · January 22 at 9:07am

David Birk What's so ridiculous about it? I put my bags on the curb in the morning before I head to work, I come home and they are gone. Works for me.

Like · 1 · January 22 at 9:10am

Seth Colaner What do you do with all of your trash during the week? I have a ROLL CART. I put all my trash bags, and recycling bags, in the roll cart during the week. And then I roll it down the driveway on trash day, remove all the bags, and leave them in a heap on my lawn. And anything else that needs disposing of, I just sort of...put it in the pile. Including various recyclables such as cardboard. It's weird. Stuff gets blown around. More than once I'd had to pick up neighbor's refuse that's blown across my yard. (Not their fault...that's just what happens when you're forced to leave piles of trash on your lawn for hours until the trucks show up to take it away.) Every day there are just piles of trash on Columbia's lawns. Gross. (Also...if the trash collectors actually took away everything I leave out, I'd be happier. But on a semi-regular basis, they leave things behind. Sometimes it's, for example, a glass bottle that they dropped...they'll just leave the shattered glass there.)

Like · 9 · January 22 at 9:18am

[View more replies](#)

[Write a reply...](#)

Laura Snyder Shawn Cunningham---this article has some answers to why we don't have a roll cart. Personally, I think it would be worth saving bags over. Such a waste. And topics like the elderly? They can be worked around. Many towns use this system. Also they complain about chemicals leaching into our storm drains-how about the chemical breakdown of all of those plastic bags?

Like · Reply · 5 · January 22 at 9:29am

Charles Elliott Dudley Jr. What about flying trash from the roll cans if any? Who goes around and picks that up. Where I live in a semi rural area we have roll can service but they also state all trash household type trash must be in bags if at all possible to eliminate any loose trash blowing should any roll cart be tipped over or on dumping trash on windy days. It is a give and take of balances.

Like · January 22 at 9:53am

Shawn Cunningham I have lived all over the country, and these systems work fine. I lived in New York state next to two 80 year old ladies and they never had a problem getting their trash to the curb. As far as bagging the trash, a biodegradable solution here, maybe paper would be a better solution than these giant thick plastic trash bags the city hands out that take 1000s of years to degrad. Just seems to me there are better solutions available. It's not like the city doesn't have the money. They are making a killing off the citizens of Columbia.

Like · 3 · January 22 at 11:03am · Edited

[View more replies](#)

[Write a reply...](#)

Matt Smith Lol "complicated and divisive changes". What is complicated about this? Are we really that stupid in this town? It's not hard. You put the bags in the bin, and roll it to the curb. I don't think we are gonna be at each other's throats over it so I don't know how it's divisive either. Worry about real issues.

Like · Reply · 4 · January 22 at 12:41pm

Matt Smith Yeah, because it makes a ton of sense for raccoons and stray cats (and sometimes my own dog!) to rip open the bags when they are outside or on the curb. I hope we get these bins, the bag thing is stupid and makes our city look like shit.

Like · Reply · 4 · January 22 at 12:39pm

Teresa Salisbury roll carts take up far less space than loose bags waiting for trash day, they can be left outside, while your bags of trash cannot. so much cleaner, easier, cheaper.

Like · Reply · 4 · January 22 at 10:19am

Miguel de Domingo Columbia is covered in trash, and the trash-bag system is a major part of the problem. No town of any significance still uses a trash-bag system. Take a walk through East Campus while classes are in session -- trash EVERYWHERE. Roll carts NOW, please.

Like · Reply · 3 · January 22 at 12:45pm

Bryan Mackenzie You're right the first part of this conversation needs to be about the industrial roll cart complex....

The trash collection system that we have in place in Colombia currently stacks up and measures well against the system used in Bartertown.

People leave bags outside and animals get into them on trash day and any other day of the week. If there is any wind at all I end up picking up trash out of my yard from products I have never bought in my life.

Are heavy trash cans that don't fall over in a stiff breeze costly? Yes and frankly the cost is nothing next to the garbage strewn all over my street and yard and feeling like I'm renting a place I Mogadishu.

The other problem that arises from this is that when I own a garbage can to put my garbage bags in so that I'm not contributing to the problem the trash collectors will not collect garbage from a can. I understand if people don't want to but why make it against the rules for me not to create a filthy disgusting mess? Why am I forced to either store bags of garbage inside my house or leave them outdoors where animals can get into them? Why do I take trash bags out of the container to leave them on the grass where mother nature and the garbage collectors can tear into them leaving refuse everywhere?

The rules for garbage collection in this town are completely backwards and need to be changed ASAP

Like · Reply · 3 · January 22 at 10:18am

Kim Stanley I used to live in CoMo, and the city we live in now uses carts. They are convenient, cleaner, and make us think twice about what we throw away v.s. what we recycle.

Like · Reply · 2 · January 24 at 12:03am

Julie Hall Sorry but all those objections are really silly. A roll cart (wheelie bin in the UK where we have been using these for ages) is much easier to handle than a large bag that you have to carry. As for having to take your trash to the end of the drive in your car - well I've heard it all now:

1. I wouldn't want bags of trash in my car.

2. I know you have large houses in the states and walking isn't really encouraged but surely you can actually walk to the end of the drive.

Also roll carts are much more environmentally friendly - you could lose the bags altogether if you tried.

Like · Reply · 2 · January 23 at 1:03am

Andrew Hansen I wonder how many of these objections are actually coming from anyone who has experience using roll carts. I have 4 years of experience using a trash roll cart in Austin, TX (where they have been used for years), and these objections would never have crossed my mind.

Where the carts hard to roll? Not in my opinion...in fact, I think it was easier that carrying a bag(s) to the end of the driveway. Nor did I have any complaints from any of the older people I knew in the neighborhood or at church.

I don't remember odor ever being a problem either. In 4 years I think I rinsed my cart out once, and I never heard of anyone bleaching their carts. And if odor was not a problem in a hot place like Austin, TX then I am skeptical that it will be a problem here either.

Sorry GRO, but y'all are on the wrong side this time. But, I will be sure to e-mail the council about my support for the carts, and if given the chance I would volunteer to be one of the first to get one. I have used them before, and it ain't bad.

Like · Reply · 2 · January 22 at 10:59am

Ted G. Fleener They were sort of a pain when i lived in Waterloo. But they would work with you on special pick ups

Like · Reply · 1 · January 24 at 11:52am

Charles Elliott Dudley Jr. I'm sure if they knew by address or a marker that the resident had a Disability they would gladly walk the can to and from the truck. They do in other cities nationwide.

Like · January 24 at 3:48pm

Write a reply...

Karyn Morrow Leah Maurer, the trash HAS to be in a bag or they won't even pick it up. They leave it sitting on the side of the road. So stupid.

Like · Reply · 1 · January 23 at 6:53am

Leah Maurer Carts are the way to go. SO much waste with the current method! Ban the bag!

Like · Reply · 1 · January 22 at 10:26pm

Scherrie Goettsch Roll carts make the most sense; I've used them out east and they worked great! Trash bags are trash

Like · Reply · 1 · January 22 at 7:43pm

Patty Skypants Oh, yeah, I need one big enough to put, say, a rotund fat cat city manager in. And it's gotta have a really tight lid and well-greased wheels so I can roll it right to the curb lickety-split and nothin' will spill out!

Like · Reply · 1 · January 22 at 6:06pm

Justin King Seriously. I lived in East Campus for years and the trash everywhere was nuts. Carts won't eliminate that 100% but it certainly can't hurt.

Like · Reply · 1 · January 22 at 2:47pm

Les Raymond Masters Rather than let us vote on this, our city council will probably Chadwick us in this and pass it anyways

Like · Reply · 1 · January 22 at 11:23am

Dave Recker We had them when we lived in Phoenix and I thought they were great.

Like · Reply · 1 · January 22 at 10:28am

Alan Vott If people want to show some leadership in activism, be realistic! Sometimes government programs make sense, are more practical and don't cost you any more. Roll-cart objections???? Oh, you disappoint GRO.

Like · Reply · 1 · January 22 at 10:04am

Travis Gregory Who has the extra room to store these things?

Like · Reply · 1 · January 22 at 9:41am

Carin Croll Columbia doesn't want the ugly, stinking, nasty roll carts. What we have works well. If it's not broken why fix it? THE CARTS ARE UGLY AND REQUIRE CLEANING!

Like · Reply · January 23 at 1:20am

Greg Lane I live in st Charles county we have the bins I love them. Again easy to maintain the rent per month is like 6 to 10 dollars a month. I never have problems with trash on the ground. Plus if you like to recycle you can get a bin for that to. I used to live in como about fifteen years ago and I wish they had them back then. Good luck with your decisions.

Like · Reply · January 22 at 5:43pm

Beth Hemke Shapiro Gwen

Like · Reply · January 22 at 12:03pm

Matt Chasen Leave the system the way it is

Like · Reply · January 22 at 11:44am

Paris Pepoon In the town I live in, we have had these for over 10 yrs. It's one of the best things our community ever did.

Like · Reply · January 22 at 8:30pm

Charles Elliott Dudley Jr. Roll carts also mean less bad bugs being attracted to your bags sitting on your curbs like Roaches and other nasty critters. Cleaning is easy to maintain with a soapy solution of Dawn Dish Soap and water through a garden sprayer bought at Dollar General.

Like · Reply · January 23 at 7:03am

Charles Elliott Dudley Jr. One thing about Columbia as other cities is not all curbs are accessible due to vehicle parking. Just a big mess.

Like · Reply · January 22 at 11:07am

Leslie Finnegan Conn I lived in a cul-du-sac on the bend. You figure out where your bins will fit so as not to block the mailbox too. Some people would put the trash bin on one end of the driveway and the recycling bin on the other.

Like · January 22 at 12:43pm



KOMU-TV

11 hrs ·

The city of Columbia has been discussing a possible switch to a roll cart trash collection system. If the roll cart system passes, residents would place their trash bags in roll carts. Opponents of the proposal say roll carts would be tougher to move than trash bags, could fall over and cost residents and the city more money. What do you think about the proposed plan?



Amid roll cart debate, injuries continue for sanitation workers | KOMU.com | Columbia, MO |

While the city of Columbia has yet to make a decision on the roll cart trash collection system, city sanitation workers continue to face daily injuries.

[HTTP://WWW.KOMU.COM](http://www.komu.com) BY CHRISTIAN PIEKOS

[Like](#) · [Comment](#) · [Share](#)

• Most Relevant

[Barbara Buffaloe](#), [Lisa Adkins Rohmiller](#) and [59 others](#) like this.

• 14 shares



•

Write a comment...



•

Andrew James We are way behind the curve. Roll carts make much more sense...that's why most places you go use them. I'm tired of having trash all over the streets because people just dump their bags in the street. Let's help our waste collectors and reduce their injuries!

[Like](#) · [Reply](#) · [37](#) · [11 hrs](#)



○

Chris Babich And their jobs. The trucks would do the work. Reducing the number of jobs in Solid waste.

[Like](#) · [9 hrs](#)



○

Write a reply...



• **Katie Brown Kane** We had them in Minnesota, with a steep driveway, and a heck of a lot of snow, and wind, and never had trouble with them falling over. Kept them in the garage, put trash in them in sealed bags so they did not get icky.

[Like](#) · [Reply](#) · [32](#) · [6 hrs](#) · [Edited](#)



○ **Chris Babich** So I would be paying for roll out bins and trash bags. No thanks.

[Like](#) · [9 hrs](#)



○ **Kimberly Collier** We keep a home in KC as well as here; and we use the carts up there and I LOVE them!! I am tired of the bags tearing, or animals getting into them! The carts really are terribly convenient. Many people find change difficult! Just think of how everyone reacted (over reacted) to our first roundabout!!!!

[Like](#) · [7 hrs](#)



○ **Katie Brown Kane** I should add that we used the white kitchen bags, just like we do now, except that instead of putting the white bags into a black bag, we put them into the roll cart. We buy the white bags already anyway.

[Like](#) · [6 hrs](#) · [Edited](#)



○
Write a reply...



• **Rhianon Lee** I second Katie Brown Kane. We are also from Minnesota and they worked wonderfully! They had different sizes for different household sizes. They are easier to move, keep animals from getting into the trash, and allow those without garages to have a place to store trash bags until trash day!

[Like](#) · [Reply](#) · [22](#) · [11 hrs](#) · [Edited](#)



• **Rob Patterson** I would love them. They are easier than carrying 3-4 bags to the curb

[Like](#) · [Reply](#) · [17](#) · [11 hrs](#)



• **Tony Hall** We store our bags outdoors in a roll cart by our garage already. I'd love to see them put into place in the city. We had them in FL and it's so much nicer than the ugly piles of bags and racoon strewn trash in the streets every week.

[Like](#) · [Reply](#) · [16](#) · [11 hrs](#)



• **Jeremy Truitt** I've lived in 4 other places in the U.S. and had roll carts every time. Columbia is the first place I've lived without using those. They literally never blow over unless there's a huge storm (put them inside if that happens). They eliminate pests tearing into trash and are so much better because you're entire week's trash can fit in them and then some. I wish we already had them.

[Like](#) · [Reply](#) · [15](#) · [11 hrs](#)



✓ **Robyn LaMear Powers** We had them in San Diego! They're easy. Get with the times CoMo!

Like · Reply · 13 · 11 hrs



✓ **Travis DeOrnellis** We have them in Farmington Missouri they are easy for everyone to use. The city of Columbia could get the thing on the trash truck that lifts the roll cart for them, that would help prevent injuries.

Like · Reply · 12 · 11 hrs



✓ **Cindy L. Robinson** I live and work for the city of Columbia and I believe the Roll Carts systems is the way to go for not just our workers but the customers also if the trash is not in the roll cart them it should be up to the land owner/landlord clean the messes that extra family members are abusing the system

Like · Reply · 10 · 11 hrs



✓ **Sonja Scott** I've had them in SD, NE, TX, WI AND IL. They were never a problem and much better than bags torn or broken at the curb.

Like · Reply · 10 · 11 hrs



✓ **Pamela Kissel Eime** It's about time we move into the 21st century!!!! The bags are messy and birds/dogs scatter trash everywhere. I moved here two years ago and was amazed that carts weren't used! Once you have them you will be thrilled

Like · Reply · 7 · 10 hrs



✓ **Carolyn Risch Darron** Have them here in Fulton, and have had no problem moving them, even when filled. Do have to have the lid facing away from the wind, but small price to pay for regular trash cans, or picking up trash after animals have torn into the trash bag.

Like · Reply · 8 · 11 hrs



○ **Leslie Finnegan Conn** A small piece of scotch tape will hold the lid, but not be too much to keep it from emptying. Some of my neighbors live on windier streets than me. I've never had a problem.

Like · 7 hrs



○ Write a reply...



○ **Matt Boehner** Both my and my neighbors driveways are too narrow with my vehicle to navigate a roll cart. Their driveway is gravel, making it difficult without vehicles. Neither of us have space to store roll carts. However, I am a supporter as long as I can share a ...[See More](#)

Like · Reply · 8 · 11 hrs



○ **Michael Byrne** Matt - you should let the City know of your concerns. They are wanting to make this easy and sensible. You make a great point.

Like · 1 · 8 hrs



✓ **Paula Ling Sanning** I'm in JC area. We have a gravel drive and it's up hill to take ours to the street. It is easy to roll on gravel because the wheels are large enough to move it with ease - even if it is completely full (which is only a few times a year).

Like · 14 mins



Write a reply...



✓ **John D Brink** Other cities have this in place. I think it would be great.

Like · Reply · 7 · 11 hrs



• **Donna Welborn-Dicus** I agree with the others, this stinks. If you are young & whole, it is only a pain to deal with. If you are older or disabled, it is impossible.

Like · Reply · 5 · 11 hrs



• **Barbara Boling** Where do people who don't have a garage or no room in their garage keep then until trash pick up day?

Like · Reply · 5 · 11 hrs



○ **Christy Newlin** We keep ours in the side of the house. It doesn't look trashy.

Like · 2 · 11 hrs



✓ **Nicole Clark-Riley** We just kept ours right outside the house in the driveway. We didn't have room to put in garage either and it worked just fine out there.

Like · 2 · 10 hrs



○ **Mark Abadir** Where do you keep your trash now? I'd suggest there.

Like · 5 · 10 hrs



○ **Brandon Schmidt** I live by the edge of the city near woods and have to pour ammonia in the bags before i leave them under the carport to try and prevent animals getting into them!

Like · 2 · 10 hrs



○ **Susan Ballew-Outcalt** We leave ours at the end of our driveway and put our trash there all week, on trash day we roll it out to the curb simple and easy and you don't have to worry about animals getting into your trash bags.

Like · 1 · 9 hrs



Write a reply...

Like · 1 · 9 hrs



Write a reply...



✓ **Nick Blomberg** I'm in a city that does not use a garbage dumpster. You just sit your bags out by the road. That is just dumb! Cats, dogs, raccoons, and even ducks get into the trash and then it blows all over the place! Who picks up the litter? No one. Every city should have mandatory trash bins.

Like · Reply · 5 · 11 hrs



✓ **Jamie Drewery** I have one and so far no problem. I prefer it to having to use certain bags.

Like · Reply · 5 · 11 hrs



✓ **Dusty Mudd** I loved them in Jeff City. They worked great. They were heavy grade never had an issue with them

Like · Reply · 5 · 10 hrs



✓ **Elizabeth Gower** I just bought a house and went out and bought one myself from Home Depot. They look much nicer than trash that gets blown around or torn open by animals all over yards and streets.

Like · Reply · 5 · 11 hrs



✓ **Crystal Taylor** We bought a trash can and was surprised to have the city tell us they don't take trash out if them. We have stray cats in our neighborhood. Summer can be a disaster!

Like · 11 hrs



✓ **Elizabeth Gower** I live in the county and we have a private company do our trash collection. It's our choice.

Like · 1 · 11 hrs



Write a reply...



✓ **Shannon Gorzoch** Roll carts for all! We used these in California for as long as I can remember.

Like · Reply · 4 · 11 hrs



✓ **Justin Palozola** Bout fricking time seriously can't believe it has taken this long to catch up to modern times

Like · Reply · 4 · 11 hrs



✓ **Mike Hall** We had roll carts in Iowa and they were super easy to use. Plus, you can put them out without worrying about animals getting into the trash.



- ✓ **Bob Zufall** I'm trying to imagine how moving full trash bags would be easier than moving a rollcart - that has rollers and a handle. I'd much prefer to have a cart to roll out to the curb in good weather or bad.

Like · Reply · 5 · 11 hrs



- ✓ **Rebecca Dykhouse** Roll carts are the way to go!! Very supportive of this; I have heard that it is actually easier on elderly despite constant objections that it is not. I think it is more sanitary, more attractive and it helps prevent injuries to the sanitation workers. Can't believe everyone is still debating this....

Like · Reply · 5 · 10 hrs



- ✓ **Mark Abadir** Feral cats can't treat into cats like they do bags. Raccoons get locked out. One trip down the driveway in the rain.

Trash routes can be handled by only a driver. No back injuries, no bags breaking as they're being thrown. Nails, broken glass, needles are no longer such a major concern....[See More](#)

Like · Reply · 5 · 10 hrs

2 Replies · 8 hrs



- **Elizabeth Peters** Years ago, the JC Council decided we could no longer choose between "approved" trash bags or bins; we were mandated to get bins...no vote, nada.

Lots of ppl are still mad, and bins aren't always practical and are a waste of money for those who don't have a lot of refuse.

Like · Reply · 4 · 11 hrs



- **Nick Blomberg** Can they get smaller trash cans then? The bins save from trash being blown every where.

Like · 1 · 11 hrs



- **Elizabeth Peters** Doesn't matter.

These were thick bags you purchased through Laid Law at most grocery stores. I never had problems...once...w/animals or debris, as the bags were put out late the night before or early that morning....[See More](#)

Like · 11 hrs



Write a reply...



- ✓ **Joe Marshall** Much better than dragging around bags and more environmentally friendly than black trash bags.

Like · Reply · 4 · 10 hrs



- **Darin Hussey** What? the trash in the cans will be bagged unless you want that can to stink to high heaven.

Like · Reply · 4 · 10 hrs



- ✓ **Scott Vince** Just moved here from St Louis have had both recycle and trash in rolling carts. We were wondering why Columbia didn't have them. Much cleaner way to dispose of trash.

Like · Reply · 4 · 10 hrs



- ✓ **Debbie Powell Evans** We had them in AZ. NO problems. If there was a week I had more than a neighbor, it was understood in my neighborhood you could use someone else's for your overflow and vice versa.

Like · Reply · 3 · 11 hrs



- ✓ **Ashley Gundo** I like the idea of not having to pick my neighbors trash out of my yard due to bags ripping and trash men just leaving the fallen trash and the neighbors being too lazy to pick it up.. So I vote YES

Like · Reply · 3 · 11 hrs



- ✓ **Brandon Schmidt** Im for it! Its worked well everywhere else iv had them... why is Columbia always so behind in times! Its sad! Get current and get it started!

Like · Reply · 3 · 10 hrs



- ✓ **Steven Wells** I like them in Jefferson City

Like · Reply · 3 · 11 hrs



- ✓ **Angela Huntington** Roll carts are awesome. It's really weird the way our system is right now.

Like · Reply · 3 · 11 hrs



- ✓ **Jennifer Paine Medley** We had them in the last three cities we lived in and they were much better and easier than the bags we have now.

Like · Reply · 3 · 11 hrs



- ✓ **Nicole Worley** They are so much better than bags on the curb. Keeps the critters out of your trash so you don't have it strung all over the neighborhood when they get into it. Also, they are not heavy to move. They are actually much easier to move than carrying bags to the curb.

Like · Reply · 3 · 11 hrs



- ✓ **William Worthley** Had them in FL and CA, I was really surprised COMO didn't have them. I had zero problem and some older neighbors of mine enjoyed the fact that the wheels were big and the center of gravity actually made it easier for them! Also, one big point is that y...[See More](#)

Like · Reply · 3 · 11 hrs



- ✓ **Gail F Evans** We have had them in Fulton many years. Best thing ever. Durable, hold a lot, easy to roll even on gravel driveway. Critters can't get in, we store it outside. Much better than just bags.

Like · Reply · 3 · 10 hrs



✓ **Seth Hemmersbach** Had them in rural Wisconsin 5 years ago when moved south. Was shocked when got to Como and had to use bags. So much easier to deal with roll carts than bags.

Like · Reply · 3 · 11 hrs



✓ **Beverly Schooler** I like the different sizes for different size families. smile emoticon

Like · Reply · 2 · 11 hrs



✓ **Ken Lewellen** They work find ... Think about the workers

Like · Reply · 2 · 11 hrs



✓ **Cherry Sheldon** I personally think the trash bags are easier to get to the curb and I hear that you are limited to just one. What happens say at Christmas when there is a ton of trash. You can't get it all in one container.

Like · Reply · 2 · 11 hrs



✓ **Penny Bullock Coerver** They actually hold a lot.

Like · 2 · 11 hrs



✓ **Beverly Schooler** Mom and daddy have one and there are usually 12 of us if not more at Christmas. It all goes. Of course cardboard, paper and any recycles goes in the recycle cart.

Like · 3 · 11 hrs



✓ **Sara Batye-Wilson** Recycle.

Like · 1 · 10 hrs



Write a reply...



✓ **Krista Mays** Yeah only 10 years later than they should have.

Like · Reply · 2 · 9 hrs



✓ **Katielynn Marie Millard-andreasen** i think we should do it!!

Like · Reply · 2 · 11 hrs



✓ **Michael Byrne** Everyone who has commented here should write to their council person and inform them of their opinion. You can email them very easily if you visit the city website. This issue seems so non-controversial that doing this would seem unnecessary but if any...[See More](#)

Like · Reply · 2 · 8 hrs



✓ **Shari Weinman** Let's see, what is harder - rolling a cart with wheels to the curb or hoisting a stinky, dripping heavy bag of trash out of my trash can in the garage, dragging it to the curb and leaving it over night as a tasty treat for

Janel Mirendah More plastic. I've had them in Phoenix and Peoria and California.

In CoMo I had my weekly garbage down to one plastic store bag. The rest was recycling - maybe one blue como bag or 2 brown bags- and compost. 2 people, dog and cat. ...[See More](#)

[Like](#) · [Reply](#) · 1 · 5 hrs · [Edited](#)



Cindy L. Robinson It is very obvious the slumlords in Columbia do not care about the mess renters leave on their front lawns

[Like](#) · [Reply](#) · 1 · 11 hrs



Benjamin Lee Gates Jr It's better the the curb where animals can tear into it and make the neighborhood a wreck with trash!

[Like](#) · [Reply](#) · 1 · 9 hrs



Cricket Scott Two bags a day?! I think you're trying to fix the wrong problem!

[Like](#) · [Reply](#) · 1 · 1 hr



Jenny Holt Im all for roll carts tired of seeing trash in the streets after animals have gotten into the or the wind blowing trash everywhere.

[Like](#) · [Reply](#) · 1 · 8 hrs



Michael Rogers We have them here in Fulton. They hold a LOT of trash and are very sturdy.

[Like](#) · [Reply](#) · 1 · 9 hrs



Nora Pullen Dietzel Curious...what happens when you clean out the garage and have more trash than usual, and it won't all fit in your cart?

[Like](#) · [Reply](#) · 1 · 7 hrs



Leslie Finnegan Conn You make a pact with your neighbors that you can use any spare space in their bins once they put them at the curb.

[Like](#) · 7 hrs



Write a reply...



Cheryl Nichols No thanks! Just one more thing to chase down in the wind.

[Like](#) · [Reply](#) · 1 · 9 hrs



Michael Rogers Cheryl, trust me...they are way too heavy to just be blown away...

[Like](#) · 2 · 9 hrs



critters? All of those bags of trash are especially nice in the heat of summer! A colleague recently moved here and could not believe all of the controversy over roll carts. Welcome to Columbia!

Like · Reply · 2 · 9 hrs



✓ **Amber Smith** In science I did a paper on roll carts and trash bags. There were scientific tests and the roll carts won! Roll carts would look so much better and neater. Let's go Carts!

Like · Reply · 2 · 10 hrs



✓ **Kristy Biondi Simpson** We had them in O'Fallon when our kids were young. Don't recall ever having an issue with them not holding everything. One for trash, one for recyclable items. Paper and cans went in same bin there.

Like · Reply · 1 · 10 hrs · Edited



○ **Chad Carey** My problem with them is, I don't have room to store them and I don't want them killing the grass in my yard.

Like · 9 hrs



○ **Robin Rae Briggs** Do you have any kind of porch or patio? Or even on the side of the house? A nice paving stone could be used to pretty it up a bit. But honestly the carts are SOOOO much easier to use. I have had gravel drives a block long and paved driveways. It is VER...[See More](#)

Like · 9 hrs



○ **Chad Carey** Robin, we only have one bag of trash and one bag of recycling a week which we take out of the trashcan on trash day. The bins would just be something else to mess with that is not needed. They would sit empty until trash day when I would have to pull them out and put the trash in to drag to the curb. It would be a waste of time for us.

Like · 9 hrs



✓ **Robin Rae Briggs** Wow! How in the world do you make it through a whole week with only one bag of trash? Lol! We usually have at least 3. More if I decide to deep clean a room!

Like · 9 hrs



○ **Chad Carey** LOL not sure how but we do.

Like · 9 hrs



○ **Robin Rae Briggs** Well thats amazing Chad! Maybe you guys could come and show us how you do that!?!? Lol

Like · 9 hrs



○ **Leslie Finnegan Conn** You don't have to put the recycling bin out every week if it's not full.

Like · 7 hrs



Write a reply...



Shaun Gamblin Not to mention the cost. some of us are on a fixed income and can't afford 20 extra dollars a month.
Like · 7 hrs



Write a reply...



Christina Soper stop being lazy its a roll cart it will build some muscles I think it will keep animals out of our trash when it sets out overnight

Like · Reply · 1 · 11 hrs



Sara Batye-Wilson Ashland has had them for years now and it works great.

Like · Reply · 1 · 10 hrs



Kathy Patterson Roll carts will be ok. We only have one or two bags a week. However the next door neighbor may not like it, they have between 6_10bags each week. A person comes each week and empties their trunk of trash bags, usually five bags.

Like · Reply · 1 · 10 hrs



Carolyn Colliver Hewitt,TX. Uses the roll carts and have for several years and we really like them.

Like · Reply · 1 · 10 hrs



Nicole Clark-Riley Had them in Salt Lake City and they worked great!!!

Like · Reply · 1 · 10 hrs



Kimber Smith Carts!!!!

Like · Reply · 1 · 10 hrs



Alan Vott I think most people actually want roll carts, but the city will have to buy an entire new fleet of garbage trucks and buy all the roll carts. The cost is coming out of our pockets so don't blindly jump on the bandwagon, figure out if the expense is worth it to you.

Like · Reply · 1 · 9 hrs



Garry Nichols Columbia is a collage town. They think it death.

Study it to Hell freezes over....[See More](#)

Like · Reply · 1 · 10 hrs



Jen Clement-Burns CoMo is the only city I've ever lived in that doesn't have them.

Like · Reply · 1 · 9 hrs



Suzette Grosz Even Fulton has the trash cans that can be picked up and put back down without falling over. I think it looks awful to have trash bags laying all over the streets.

Like · Reply · 4 · 11 hrs



• **Michelle Millot** live in a condo development. We would not be allowed to have roll carts because there is no place to store them. Instead, we would have to have dumpsters installed which are filthy, smelly, dangerous to use for disable and elderly people and will attract animals even more as they accumulate old food spilled in them. We do not have water faucets to clean dumpsters. I doubt that I could even get my garbage to them in bad weather.

Like · Reply · 9 hrs



• **Annie Orear** Is this like what they have in Jeff City?

Like · Reply · 3 hrs



• **Sharon Stolin Vancleave** We live in Lake Ozark and wouldn't have it any other way using the roll carts. They are easy to roll even through gravel and keeps animals out of the bags. Still use large bags to put trash in. Much cleaner!

Like · Reply · 3 hrs



• **Leslie Finnegan Conn** They don't fall over. They have big wheels, so they are easy to move. Animals don't rip open your bags.

Like · Reply · 8 hrs



• **Jim Mahfet** Squirrel and rat problem is gone now.

Like · Reply · 8 hrs



• **Sami Lucas** It's a no brainer. Roll carts work well for everyone - workers and residents.

Like · Reply · 23 mins



• **Glenn Harvey** I think they should work on some real problems and stop making up issues. Try fixing the potholes or run side walks out to the new high school. Watching those track kids running along side that narrow road with no shoulders and a 45 mpg speed limit. An accident waiting to happen.

Like · Reply · 11 hrs



• **Christinebay Bay** Also I work in JC where they have carts. My coworker's neighbor is older and bit frail. She can manage a small bag but rolling the car down her steeper driveway and back is extremely difficult. And as they are pretty tall it's difficult for her to lift...[See More](#)

Like · Reply · 1 hr



• **Christinebay Bay** It was suggested you talk to your neighbor about sharing empty space in their cart when you have over flow. That would be the neighbor who seems nice but is rarely at home? We have a corner lot that is narrow but very long. The other neighbor is at the bottom of a significant incline and partway up another even steeper.

Like · Reply · 1 hr · Edited



• **Don Dooley** Never had a problem with them

Like · Reply · 10 hrs



Jen Hemeyer Omg...what kind of backward city still has trash bags?? I had no idea Como still did this & I'm honestly shocked!

Like · Reply · 4 · 11 hrs



Janet Nugent I had a roll cart in Shelbina although it was not required. It was so much easier to get to the street and only one trip. Also I am a senior citizen!

Like · Reply · 8 hrs



Shaun Gamblin Unnecessary change. If it ain't broke don't fix it period.. ...

Like · Reply · 10 hrs



Michael Rogers It is broke. Period.

Like · 2 · 9 hrs



Shaun Gamblin If you took a second to think about it it's going to slow down the trash truck which burn gasoline/fuel which cost the taxpayers money. Hmmmmm????

Like · 7 hrs



Leslie Finnegan Conn It prevents injury to the trash people. It's a lot faster than you might think too.

Like · 7 hrs



Shaun Gamblin It cost more and I seriously doubt people will stop throwing away heavy junk. You know things that won't fit in a green bin.

Like · 7 hrs



Shaun Gamblin it's pretty obvious this town wants to get rid of poor people

Like · 7 hrs



Write a reply...



Kris Younger Had them in Millersburg. Amazed we don't already have them in Columbia.

Like · Reply · 43 mins



Mike McMillen Nope, Don't like em.

Like · Reply · 4 hrs



Susan Ballew-Outcalt My Dad has been using trash bins to keep his trashbags in until trash day for years he has been waiting for them to change this since he lives inside the city limits he wishes he could just roll the bin out there

instead of having to take all the bags out and put them on the ground - I think its very stupid that the city of Columbia refuses to take trash bags out of cans/bins it just makes no sense at all to me.

[Like](#) · [Reply](#) · 8 hrs · [Edited](#)



• **Susan Ballew-Outcalt** I've been using one for 4 years love it! I dont see why everyone isn't already doing this, we bought ours because we kept having animals get into our trash every time we put it out. We keep our bin out and put our trash in it all week, you can fit about 4 of the 13 gal bags in there, then roll it to the curb on trash day - simple and easy. I live outside city limits so we don't have city service anyway.

[Like](#) · [Reply](#) · 9 hrs · [Edited](#)



• **Julie Brown** Carts are the way to go. The excuses that are being given are just excuses. Perhaps if you have an elderly neighbor who only has one bag each week this could be your opportunity to step up. Let them use your cart for the one bag.

[Like](#) · [Reply](#) · 1 hr



• **Donna Ethington Bastian** We have them and I Love Them. No more animals getting into your trash. Broken bags.

[Like](#) · [Reply](#) · 9 hrs



• **Paula Ling Sanning** Change is hard for some. I can't imagine having a week's worth of trash bags in my garage - then carrying them out. Place in cart, roll it out. No critter issues or trash blowing around. I hose ours out 2 or 3 times a year - never a smell. Columbia, it is hard to believe you haven't gone this way already.

[Like](#) · [Reply](#) · 18 mins



• **Sharon Chitwood** Roll cans are awesome. You'll love them

[Like](#) · [Reply](#) · 9 hrs



• **Linda Bayne Lademann** I'm all for the roll carts. Our daughter has them in Lincoln, Nebraska, and our son has them in Wilmington, North Carolina. They work very well!

[Like](#) · [Reply](#) · 9 hrs



• **Debbie Thoms Kaplan** We used them in Greenville NC 17 years ago and they were great and easy to use.

[Like](#) · [Reply](#) · 9 mins



• **Robert Olis Jones** Who taught this chick how to do math. 2 bags a day for 900 houses is 1800 per day, according to her words. Multiply that by 7 you have 12,600 bags per route, per week. I am not for nor against. If your gonna throw out numbers get it right.

[Like](#) · [Reply](#) · 9 hrs · [Edited](#)



• **Diane Kallenbach-Parish** I have 1 tall kitchen trash bag a week and 1 recycle every other week. I can't afford a bin and don't want to pay for something I don't need. Also our street is very narrow. If cars park on one side there is not much room to drive down it. Always have to pull over for on coming traffic. Most of our residents don't have any place to place them for pickup, other than the street. This is bad for some areas of Columbia.

[Like](#) · [Reply](#) · 8 hrs



Ilene Pipes Do not have a garage so where would i put it. And well be hard to roll in the winter?

Like · Reply · 11 hrs



Crystal Taylor No. They have the larger wheels so they are easier to move

Like · 11 hrs



Becky Parker We keep them outside to the side of pur yard, we never have any problem with them at all.

Like · 11 hrs



Write a reply...



Chris Babich I think the idea of roll carts is great, right up until people start losing jobs and spending my tax dollars on in-needed change. Several on here have mentioned that roll carts are expensive. Several have mentioned that trash routes will only require ...[See More](#)

Like · Reply · 9 hrs



Anne Girouard I live in Cole county, and we have the roll carts for trash and single stream recycling. They are convenient and never messy. One thing I'll miss when we move into CoMo next month. I was surprised to learn the city wasn't using them already.

Like · Reply · 9 hrs



Bob Bigos They use roll carts in Ashland and have for a long time. The truck dies all the work. CoMo has been way behind the times in regard to this issue!

Like · Reply · 5 hrs



Gary Burhans Dumb idea!

Like · Reply · 7 hrs



John Neebe I think it is great. We live next to the county and animals tear into trash bags. This would solve the problem.

Like · Reply · 9 hrs



Penny Bullock Coerver We had them in St. Louis, never had a problem with them. Much easier for me to take to the curb and back too. Wish Sedalia would do this.

Like · Reply · 2 · 11 hrs · Edited



Cynthia Lee Lauer We had a huge roll cart (polycart) in Clinton OK, where I used to live, & it worked fine. I liked it because it was big enough to hold all my trash for family of 5. I don't recall it ever blowing away or falling over and we routinely had high winds....[See More](#)

Like · Reply · 6 hrs



• **Michelle DeBrackeleire Hudson** I am so for them. My husband worked for a trash company years ago and I was always worried that he was going to get stuck by someone's needle from picking up their trash. This is much safer for the people now.

Like · Reply · 10 hrs



• **Eric Lewis** Will they do it

Like · Reply · 8 hrs



• **Christy Newlin** We use them in Independence... I love it!! So much easier and your teach isn't being tore up by animals and such. I didn't even know there was still places using the old methods.

Like · Reply · 2 · 11 hrs



• **Laraine Harris Lamb** Carts are the way to go. Lived in two smaller communities that Columbia and those towns have them. Clean. Neat. Sanitary.

Like · Reply · 1 · 10 hrs



• **Carol Creason Weston** So we are concerned about the black trash bags but not the small plastic bags that we get and throw away by the thousands every week? C'mon city council/ govt, once again you are speaking out of both sides of your mouth.

Like · Reply · 1 · 10 hrs



• **Jessie Rae Dale** Moberly has them optional and you pay for city bags to reduce cost if you don't use them. (Recycling goes in clear bags) seems to be a good system to me.

Like · Reply · 1 · 11 hrs



• **Pauline Tagliabue** Roll carts and automated trucks=less city employees. Too bad it's not city management losing their jobs.

I first saw automated trucks in McCook, Nebraska in 1988. We are way behind, but I always figured the city was creating jobs for felons.

Like · Reply · 5 mins



• **Sick of PTSD** Give everyone in Columbia a choice of either or, seems to me some would care to help out and it would still be more worth it than no choice at all.

Like · Reply · 1 hr



• **Michael Byrne** Barbara Buffaloe - you should be happy with all these positive responses.

Like · Reply · 1 · 10 hrs



• **Debbie Sykuta** Yes!

Like · Reply · 1 hr



R Lee Miller The 2016 Fair Shake Party ; 2016 US Presidential Election's;
Anyone can be invited to Join the Team free! - Group.../ And anyone can donate: A US Federal ID is in place.. " yes
"We Don't Own You or Your Life."We Do want you to have a productive healthy Life!
<https://www.facebook.com/groups/FairShakeParty/>



[Join Group](#)

Closed Group

88 Members

[Like](#) · [Reply](#) · 11 hrs

• [Write a comment...](#)

ENVIRONMENT & ENERGY COMMISSION

City of Columbia & County of Boone
City Hall, Conference Room 1A

April 28, 2015

Mayor McDavid and Council Members,

The Environment and Energy Commission recommends the adoption of roll carts and automated trucks for trash pickup. Roll carts have been demonstrated to increase the rate of recycling through a Pay-As-You-Throw system - thus reducing the environmental impact of our consumption. Increased recycling will increase the life of the City's landfill.

A modern, automated collection system would reduce our current high worker's compensation claims associated with the job of trash pickup. In other cities where roll carts were adopted, workers compensation claims have drastically reduced. This new system would also decrease high employee turnover in this department.

We also recommend an increase in recycling education – especially in our schools, universities, and businesses. This would more effectively benefit the environment and the citizens of Columbia.

We recommend that the City adopt the proposed Pay-As-You-Throw system of roll carts with automated trucks.

Respectfully Yours,

A handwritten signature in black ink, appearing to read 'Lawrence Lile', written over a horizontal line.

Lawrence Lile, PE
Chair
Environment and Energy Commission

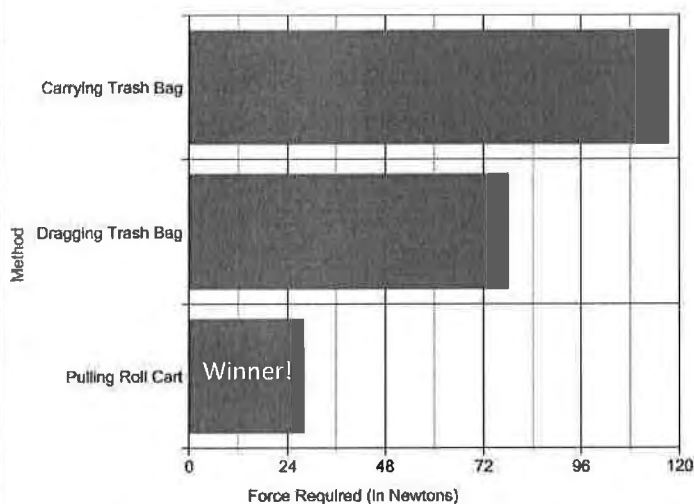
Columbia Roll Carts vs. Trash Bags

The City of Columbia has been considering a change to how trash is picked up from homes. Currently all trash and recyclables are placed in plastic bags. It has been proposed that residents will receive rolling trash bins (roll carts) to replace the bags. Supporters of this plan say that the roll carts will be more convenient, store more trash, and will be easier for the city to pick up. Opponents of the change say that the roll carts will be too heavy to move, will be blown all over city streets, and will be dangerous to some people if they roll out of control down a driveway. The Columbia Public Schools Science and Practical Arts departments requested a sample of the roll carts so they could perform a series of tests on them. Newspapers are filled with letters to the editor but those letters do not require actual proof or data. In science it is important to not only develop your hypothesis but to also test your hypothesis.

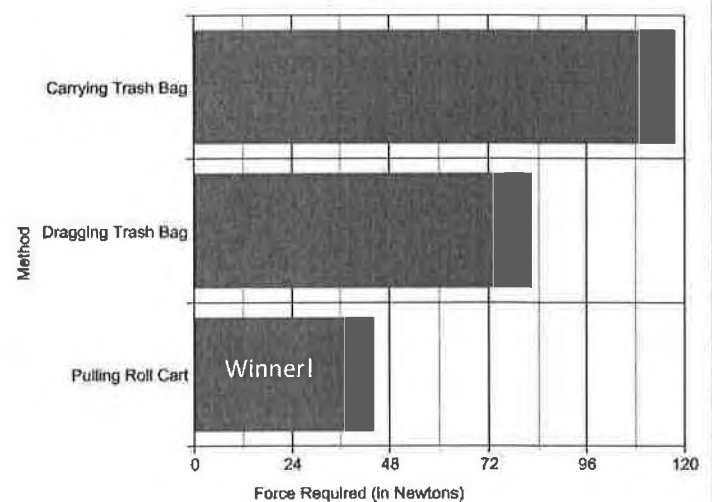
Force Required Tests (Roll Carts Win!)

After reviewing opinions called into newspapers, it was clear that one of the biggest controversies was the ease of transporting trash from the house to the curb. For this test a spring scale was attached to both a roll cart that contained 20 pounds of trash and a trash bag that contained the same trash. For consistency, the roll cart was pulled while still flat on the ground. In other words, the roll cart was not tilted back to prevent the dragging of the bottom on the ground. Tilting the roll cart back would have decreased the required force even more.

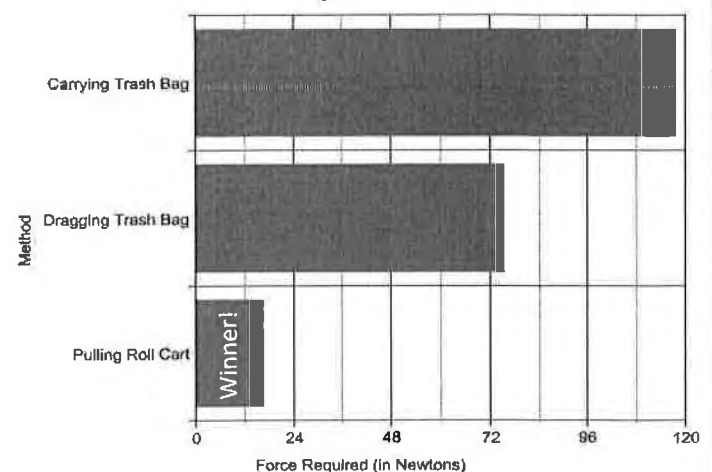
Moving Trash On A Flat Surface



Moving Trash Up A Hill

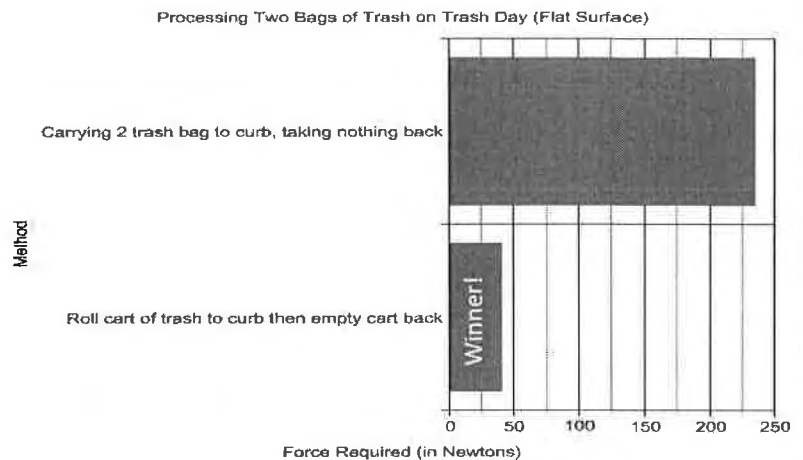


Moving Trash Downhill



Capacity (Roll Carts Win!)

When you take a trash bag to the curb you never have to bring it back to the house. With a roll cart you must take the full roll cart to the curb then bring the empty cart back to the house later. Multiple samples of roll carts were tested and the majority of the roll carts held 3 normal-sized full trash bags. Most households have more than one trash bag out to the curb per week but they only carry one trash bag to the curb at a time. The graph shows the total Newtons of force used to process two bags of trash on trash day using both the roll cart and trash bag method.



Critter, Strength, and Wind Tests (Roll Carts Win!) (Roll Carts Win!) (Tie!)

Most trash has food waste in it and that attracts critters. The science department conducted a test that simulated the clawing at the trash by animals. The full trash bag was ripped open at the first swipe of the simulated claw while simulated claw was never able to reach the trash in the roll cart even after 100 claw swipes.

Next, both roll carts and full trash bags were hit with a car. The trash inside the roll cart remained inside while the trash inside the bags was spread due to the bag ripping open.

Finally, opponents of the roll carts have been worried that wind would blow the roll carts all over the streets. That would be a dangerous scenario. The roll carts were tested using fans and leaf blowers. Both full and empty roll carts could not be toppled using the average winds seen in a thunderstorm. If a severe wind did tip a roll cart over, it would likely stay in place due to the greater surface area while horizontal. The tests indicate that wind will not be a significant factor in either roll carts or bags.

Other Uses Test (Trash Bags Win!)

Next, potential other uses of both roll carts and trash bags were tested. For example, let's suppose you were hiking or camping and it started to rain. Oops...you forgot your rain coat. Which could get you out of this situation better—a roll cart or a trash bag? Our tests found that a trash bag makes a better emergency poncho than a roll cart.

Our Conclusion

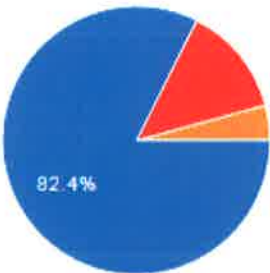
Opinions are great...however science can not rely on opinions. To make a scientific claim, multiple tests need to be run and analyzed. Data from multiple trials of scientific testing show that roll carts stand up to their claim of being easier to use in almost all cases...but just not for a poncho. **ROLL CARTS WIN!**



189 responses

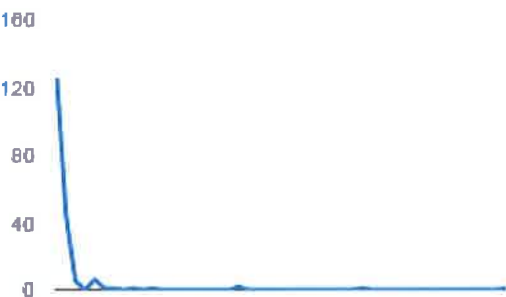
Summary

Do you want the city to adopt a roll cart trash system?



Yes	155	82.4%
No	25	13.3%
I'm not sure	8	4.3%

Number of daily responses



GEORGE KENNEDY: Scuffle over roll carts leads to healthy civic debate

By George Kennedy

March 6, 2015 | 6:00 a.m. CST

**CORRECTION: A previous version of this article misstated the office Barbara Buffaloe works for.*

Like many of you, I suspect, I generally take trash collection for granted. I put out a black bag and, usually, a blue bag of recyclables and a paper sack of newspapers every Wednesday morning. They disappear. For \$15.42 a month, it's a bargain.

MoreStory

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Or so I thought.

John Glascock and Barbara Buffaloe made me think again Tuesday night. John, as you know, is our Public Works director. Garbage comes under his domain. Barbara, the city's sustainability manager, works with him.*

More than 100 of us Fourth Ward residents gathered for the third of six planned trash talks. I, for one, learned a lot. (Even if you miss your ward's meeting, you can catch up by going to "comotrash.com" on the Web.)

The big thing I learned is that our current system probably isn't sustainable. For one thing, we're dumping far too much in the landfill. In a community that likes to think of itself as being progressive and environmentally sensitive, we only recycle 17 percent of our trash.

That's half the national average. Jefferson City does a lot better. So do Lawrence, Kansas, and Fayetteville, Arkansas, among many other comparable cities.

principles puts journalists in peril

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Then there's the human cost. John reported that the Solid Waste division has an annual personnel turnover of 68 percent. That means that two-thirds of our garbage collectors quit every year.

It's not hard to understand why, especially when you consider that the city is spending \$300,000 a year just on worker's compensation for the injuries they suffer.

So what's the alternative?

As it was outlined Tuesday, the proposal is a switch to a kind of hybrid system. Some of us – the city staff clearly hopes most of us – would give up the familiar black bags and instead roll our garbage to the curb in one of three sizes of heavy-duty carts.

That's what Jeff City and many others have done. The monthly charge would vary, depending on the size of the cart chosen.

Or you could stick with the black bags. Your monthly charge would depend on how many bags you throw away every week. And, as now, if you're disabled, your trash can be picked up at your door.

To me, this looks like a slam dunk.

It's fairer, because those who generate the most trash would pay the most. Some of us might even see our monthly bills go down.

It's more humane, because there would be a lot less throwing heavy bags into trucks and a lot more dumping of roll carts by a mechanical arm. That would mean fewer injuries and probably less staff turnover.

And it provides an economic incentive to divert more of our trash into recycling, which would continue to be collected free of charge.

So, of course, there was a lot of opposition. When one woman in the crowd began comparing the Jeff City system favorably to ours, a man's voice dismissively interrupted: "Move to Jefferson City!"

Another opponent said, “I don’t want my neighborhood to look like an alley in Chicago.”

When somebody asked whether the carts are made in the United States, a spokesman for opponents replied, “They’re made in Kansas. Does that count?” That, at least, got a laugh.

Later, when we voted, it appeared to me that a majority preferred no change.

After the session, I chatted briefly with a garbage collector who’d been sitting in the back of the room. He has been injured twice in nearly a decade on the job, he told me. I asked what system the workers would prefer.

Pay-as-you-throw bags, he said. That would reduce the chances of injury and would not, as a total roll-cart system might, lead to fewer jobs. He added, with a chuckle, that another \$4 an hour would help reduce turnover.

In my experience, John Glascock is a stick-to-business, nuts-and-bolts kind of guy. As Tuesday’s discussion ended, he turned almost philosophical.

Referring to the public give-and-take, he concluded, “This is government at its best.”

I couldn’t disagree.

George Kennedy is a former managing editor at the Missourian who now writes a weekly column.

THE TRIBUNE'S VIEW

Roll carts

Change in the offing

By **HENRY J. WATERS III**

Sunday, April 5, 2015 at 12:00 am Comments (14)

Columbia City Council candidates are hearing what they assess as citizen opposition to the introduction of roll carts as a means of city trash collection. This is not surprising. Against a backdrop of general satisfaction with current city mixed-refuse services, the change seems threatening.

But some who have experienced city refuse services elsewhere believe roll carts can be successful, particularly if coupled with a more effective recycling operation.

City Sustainability Manager Barbara Buffaloe travels the territory promoting roll carts with recycling as a central part of her message. She has a strong point. Columbia is far behind other cities in the percentage of trash diverted from our landfill by recycling. We have been at about 17 percent for several years. The national average is near 34 percent, and several neighboring cities do even better than that.

Buffaloe likes to connect better recycling with roll carts, though the two can be considered separately.

From my limited perspective, a primary key to success is single-stream recycling, in which a broader array of materials could be put in a common container. Under current city rules, customers must separate materials more aggressively, naturally leading to lower compliance.

Single-stream is more of a challenge to the city. Separation must occur by the city downstream, so to speak, but many observers think it is worth it to shift materials from landfills to recycling. I will leave this analysis to Buffaloe & Co., but judging from evidence elsewhere, this seems a valid analysis.

All of which might or might not solve the roll cart dilemma. The city's current plan is to let holdout customers opt out as a way of getting the cart rolling for most. With a proposed cart system, customers would have options to pay less to throw away less, allowing them to save money by recycling more, a cash incentive Buffaloe thinks will help.

Evidence from other towns is bound to be mixed, depending on particular situations. Geographic or demographic factors produce varying reactions. One can prowl the neighborhoods in Fulton or Jefferson City and receive votes both ways, but everyone has learned to live with carts.

The city's primary purpose for promoting roll carts is to reduce reliance on workers needed to manually heft bags from curbs to trucks. Workers are hard to find and keep. Injuries are common and expensive.

Collection of roll carts by automated trucks manned by a single driver is faster and less expensive. As the city replaces trucks, it makes sense to buy remote loaders.

I'm not sure how officials made the change in other cities. Maybe they marched gendarmes down city streets forcing the issue. Maybe City Hall simply rolled out the carts and residents peacefully went along in keeping with a tradition of compliance rather than protest.

We would rather have a debate, and good for us.

Some criticize City Hall for trying to jam yet another change down residents' throats, but this is a bad rap. Considering roll carts makes eminent sense for reasons well explained by Buffaloe and her colleagues. This does not mean every affected citizen will be instantly happy over the prospect, but sooner or later system changes will arrive.

Let us learn how to live with change rather than wage an eternal war to stave off the inevitable. Tweaks can be made to suit particular circumstances. Makes sense to look for solutions rather than bloody victory. A good mixed-refuse system is worth some give-and-take all around.

HJW III

Sometimes it's worse to win a fight than to lose.

Billie Holiday

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by Taboola

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THE TRIBUNE'S VIEW

Trash option

Keep your bags if you want

By **HENRY J. WATERS III**

Wednesday, March 11, 2015 at 2:00 pm Comments (22)

City Public Works Director John Glascock and recycling guru Barbara Buffaloe are loose on the land promoting their latest approach to mixed refuse handling. Their main message promotes roll carts instead of black bags at the curb, but of late they are adding the clincher: You can avoid the carts if you want to keep schlepping the bags to the street.

A diminished number of holdouts will complain even though they won't have to change habits. They will worry about street-side appearance, carts left at the curb, perhaps overturned and dirty. But because they can remain clear of the fray, they won't be able to mount a defeating holdout. The carts are on the way.

Another likely appeal will be three cart size options. Customers can choose small, medium or large at monthly prices beginning at less than today's basic charge. Recyclable items will be collected for free, giving incentive for diverting throwaways from the landfill.

Buffaloe cites a surprising statistic: Columbians' recycling rate is half the national average. Given our widely touted do-good mentality, how can that be? But so it is, and maybe the proposed new plan will change a few habits.

The option not to use carts is questionable, but given the politics of the situation, I can see the point. Glascock plans to acquire automated trucks to pick up the carts but will continue to staff a worker who will manually put bags aboard.

Obviously this is not the most efficient arrangement. It fails to fully answer the problems of worker turnover and injury, cited as the main reasons for changing systems, but Glascock says it will help and will give citizens a chance to evaluate roll carts without being forced to sign up.

Clearly, Glascock & Co. want to switch to roll carts, and they give sound reasons for doing so. By giving the opt-out option, they can get started. We should expect the eventual goal is a complete changeover.

I can remember when many Columbians complained loudly over the advent of mandatory city trash collection. They didn't like being told what to do even though the city system was clearly better. Changing to roll carts is not as dramatic an improvement, but it does make sense. We will learn to live with it.

HJW III

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LETTER TO THE EDITOR: Choosing roll carts for the environment

By Wendy Hofmann

March 18, 2015 | 6:00 a.m. CDT

I recently attended Ward 4's Trash Talk to hear for myself about the pros and cons of switching to roll carts. I was highly impressed with the city's presentation.

They had come prepared with a lot of helpful information, were very fair and courteous, and tried to answer everyone's questions and concerns. And, under the city's proposed plan, we will now be given a choice — we can use roll carts or we can keep using plastic bags.

I am choosing roll carts. With roll carts, I will no longer have to use unrecyclable plastic bags for garbage and can instead put paper trash bags and compostable plastic trash bags directly into the cart.

When the city starts using roll carts for recycling, I will be able to put my recyclables directly into the recycling cart. I will never again have to use the blue plastic bags, and I will use the black plastic bags very infrequently.

I am very pleased about this because I have always felt that using plastic bags for garbage and recycling was a bad idea as thousands and thousands of unrecyclable plastic bags end up in the landfill.

However, that was how the city of Columbia dealt with its trash, so even if I had wanted to do something else, I couldn't. Now, I will have a choice.

Although I have a very small one-car garage, which is presently filled with bicycles and a large van, I am going to find a way to make the roll carts work.

To me, taking large amounts of plastic trash out of the environment is worth having to try to make some adjustments for roll carts. A variety of sizes is available for roll carts, from small to large, so I hope to find one that will fit nicely in my garage.

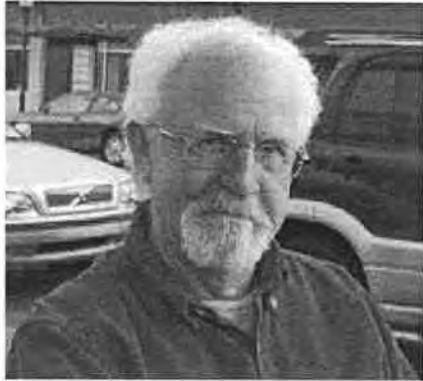
Please try to attend a Trash Talk meeting. See and hear for yourself what the city and others have to say. Then you will have the opportunity to draw your own conclusions.

Meanwhile, I'll be clearing out space in my garage for my new roll carts!

Wendy Hofmann lives in Columbia.

MIDKIFF: The Great CoMo Plastic Bag Debate

Details Written by Ken Midkiff



Change, we must

By Ken Midkiff

COLUMBIA, Mo 03/03/15 (Op Ed) – Change is hard. People get accustomed to doing something a certain way. They often resist even beneficial change.

Columbia is a dynamic town, always changing. But two matters presently before our citizens stand out more than usual under the "change" banner. Coincidentally, **both involve eliminating plastic bags.**

Our first change would swap large plastic trash bags for roll carts on wheels. The debate includes questions like, **Is this plan sustainable? Good for the environment? Green?**

To empty the roll carts, City Hall wants to purchase natural gas-powered trucks, arguing natural gas is "green". But there is no proof natural gas produces less greenhouse gases than gasoline or diesel. In fact, there is much evidence natural gas obtained by hydraulic fracturing or "fracking" emits more greenhouse gases than typical fossil fuels.

That said, **roll carts have several benefits**, including increased safety for trash haulers. Our vacation site uses roll carts, and I find it easy to transfer garbage from kitchen bins to the cart, and roll it out to the curb.

One disadvantage many folks cite is that **roll carts are difficult to maneuver** up and down steep driveways and walkways. But **Jefferson City** – much more hilly than Columbia – has been hauling garbage with roll carts for years. Columbia officials have proposed solutions to the "steep slope" problem, but so far, citizens opposed to the change cling to their opposition.

Perhaps positive experiences like mine – and a successful role model like Jefferson City – could help change their minds.

The proposed prohibition on single-use plastic bags – **on hold pending further review**, but still very much alive – is Columbia's second controversial change drawing resistance. Despite all sorts of benefits – less dependence on fossil fuel; less litter, more wildlife protection; less landfill filling; etc. -- the **primary objection argues inconvenience.**

It is more convenient, the opposition says, for supermarkets to put groceries into plastic bags -- so convenient it's been done for about 43 years.

Never mind all the **disadvantages of single-use plastic bags**: their cost, the **litter factor**, their **harm to waterways** and wildlife. Opponents -- including single-use plastic bag manufacturers -- say they are more environmentally friendly than paper bags. That is true, but the purpose of the ban is **not to choose between "paper or plastic,"** but to encourage consumers toward **multi-use bags.**

Still, as a grandmotherly type made clear at the public gathering on February 3, **plastic bags are easy to use**. She objected vociferously to multi-use bags, and though her objections were answered, she remained un-swayed.

She was not interested in this change.

While Columbia debates **roll carts v. plastic garbage bags** and **multi-use sacks vs. plastic grocery bags**, the city is overwhelmed with student apartment buildings, suburban developments, and single-family homes rising everywhere. Citizens grumble about the impacts – increased taxes; more demand for electricity, water, and waste treatment; developers failing to pay their fair share of costs; increased traffic; and so forth.

And yet, **many are reluctant to change** certain practices that would reduce these impacts.

As Columbia grows, our plastic bag culture grows with it, generating garbage that **persists in the environment** at an even greater rate than we're building bedrooms for students. I have to think there would even be opposition if we **currently used roll carts** and the City proposed **switching to trash bags**.

Change is hard – I understand. **But I also understand that change, we must.**

TRASH TALK: Trading black bags for roll carts a bad idea for CoMo rubbish

Details Written by Grass Roots Organizing



Not democracy but bureaucracy

by Grass Roots Organizing

COLUMBIA, Mo 1/22/14 (Op Ed) – A widely-opposed plan to replace Columbia city trash bags with roll carts is back from the dead, after city manager **Mike Matthes** pushed City Council members to reduce the number of black trash bags the city delivers to solid waste customers.

About the plan's return, members of Grass Roots Organizing write:

Topdown policies rarely work in Columbia.

When our city manager and staff spend hundreds of taxpayer hours and resources to convince the City Council and residents to **adopt roll carts and per-bag fees**, we are witnessing not democracy but bureaucracy. A few years ago, Columbians said 'NO!' to this idea.

We **don't need City Hall forcing complicated and divisive changes** to the popular system, only to face a hostile, uncooperative public who didn't want these changes. If city staff think our solid waste system needs drastic changes, they **should first ask us if we even want - much less need - those changes**.

Why, in its 2014 Survey, **did the City fail to ask Columbians** if they were satisfied with ongoing trash collection? Surely the staff knew about the City's **May, 2013 Direction Finder Survey**, which we paid the ETC Institute of Olathe, Kansas to conduct. Results show that **over 90% of Columbia customers were "Satisfied" or "Very Satisfied"** with our Residential Trash Collection Service.

How could City Hall then assume we want drastic changes?

Roll carts increase risks of accidents and falls. Roll carts are heavier and bulkier to handle and would have to be placed in the driveway. Roll cart use would increase injuries, especially to the elderly and disabled, who would need a "medical authorization" for city waste haulers to move their roll carts curbside.

In inclement weather, black bags are convenient. They can be put in a car and driven down even a steep driveway, then lifted or pushed out, a maneuver not possible with roll carts.

R is also for Recycling, and if the City's goal with roll carts is to increase recycling, that's fine; however, city officials should start where little or no recycling takes place

- 1) At demolition sites
- 2) In business and industrial districts
- 3) In apartment complexes Many of these locations have dumpsters where everything, including recyclables, is dumped.

Many currently have inadequate-- or no -- recycling dumpsters.

Appearances count, and for those residents without a place to store a roll cart, keeping them outside the home will be aesthetically unattractive.

Building a shed for a roll cart would be costly and even prohibited in neighborhoods with special covenants. And even for people who have a place to stow them, roll carts may linger on driveways for hours or even days. Black bags, on the other hand, are out on the curb then completely gone by the end of trash day.

With roll carts come odors, too, requiring periodic cleaning with bleach or other cleansers to insure sanitation. There is no controlling when and how this would be done (or if everyone would even do it.) Those who do are likely to drench the ground or wash these hazardous chemicals into our already polluted storm drains.

Spending and funding for this roll cart system would burden Columbia tax and rate payers with purchasing tens of thousands of plastic roll carts, each costing \$55.00 to \$75.00 and lasting roughly 5 years. We would pay enormous costs to purchase new trucks with automated roll cart lifts, or pay to retrofit our current fleet. The solid waste department would also require more space to store these larger trucks and carts.

Add these costs to a proposed **fee-per-bag option**, and the city may create incentives for illegal dumping.

Certainly, the roll cart system could require fewer workers. But our trash collectors provide us good service and need the jobs to support their families.

Hurry up and call your Council person!

Tell them, in your own words: "**Do not support roll carts or a fee-per-bag plan**".

Add it all up, and the city's talk about replacing our popular black bag trash system with roll carts is just that: **TRASH**.

(For more information about how you can keep our black bag trash system and stop roll carts and per-bag fees, call **424-4365**).

Let Voters Decide About Roll Carts

The city of Columbia is considering a new refuse collection system that would employ the use of rolling trash carts in Columbia's residential neighborhoods. Instead of placing individual trash bags and recycling bags on their front curbs on designated collection days, residents would be encouraged to place their trash and recyclables into separate carts and roll them to the curb once each week. If public hearings are any indication, the concept is receiving a cool reception from citizens. Bombarded by concerns over neighborhood aesthetics, practicality and threats to public health, the city will not win any popularity contests by forging ahead with this program.

The city claims that implementing a roll-cart system will reduce the city's liability when it comes to workers' compensation claims. Apparently, the current bag system has led to a number of repetitive motion and other types of injuries for refuse collectors. You may not be surprised to learn that the city struggles with a high turnover rate

in this particular classification of worker. Another motive for city leaders may stem from Columbia's recycling rate, which reportedly is below the national average for cities of comparable size.

Early estimates indicate that a truck capable of lifting these roll carts with the specially equipped "Curotto Can" lift device comes with a price tag of approximately \$282,000 per truck. I haven't seen an official estimate on the number of new trucks that would be required, but the purchase of just 10 trucks would require another \$2.8 million in funding.

An additional expense comes from providing each home with a roll cart for trash and a roll cart for recycling items. The cost for these carts, which can range in size from 36 to 95 gallons, averages approximately \$55 per cart. If the city provides 40,000 homes with two carts each, taxpayers can expect to cough up another \$4.4 million.

Granted, both of these numbers are simply rough guesstimates but it's a rather curious time to be making such a large investment, given the city's self-reported revenue issues.




**"IT'S LIKELY THAT
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WEEK."**

Personally, I am more concerned with the aesthetic and public health concerns these carts pose. I feel sorry for anyone with lazy neighbors under this new system. It's likely that once their roll carts make it to the curb for their weekly pickup, many carts will stay on that curb for the remainder of the following week. We recently drove through a city in Alabama on a Sunday afternoon on our way home from spring break. More than 50 percent of the homes we passed still had roll carts on the curb; some were tipped over, others had blown out into the street. I can't imagine seeing this type of eyesore in our own community. I shudder when I think how neighborhoods densely populated with college students — such as East Campus and areas along Providence Road — might look if this new system is enacted.

And then there are the health concerns. These roll carts are essentially the equivalent of mini-dumpsters scattered all around the city. If you've ever walked by one of the city-maintained dumpsters in downtown Columbia on a hot July afternoon, you have a whiff of the public health concern that could be created. Our "efficient" new roll carts will become gigantic petri dishes for roaches, maggots and any type of critter looking for quick meal.

Finally, there's the issue of practicality. I worry about elderly citizens and their ability to move a trash cart that may weigh as much as they do. Will they need to rely on the kindness of a neighbor to get their trash to the curb every week? What about residents with gravel driveways or worse yet, those with driveways on a steep incline? It's not hard to imagine any number of scenarios where roll carts are simply not practical.

To the city's credit, it is willing to let citizens choose between using the current bag system or roll carts during an initial trial period. That, in itself, may be a telltale sign that the city lacks confidence in the proposed roll-cart system. Unfortunately, once millions of dollars are spent on new trucks and carts, it will be impractical for the city to go back to the tried-and-true system we've used for many years. If our goal is to simply show that Columbia is one of America's most progressive cities, there are surely more prudent ways to illustrate our "hipness" to the world.

When you line up all the facts, a decision of this magnitude is certainly worthy of a public vote. If the contentious debate in recent months is any indication, city leaders would be best-served by letting the voters decide whether they're willing to embrace a new system or remain with the status quo. 

Fred

FRED PARRY

Publisher

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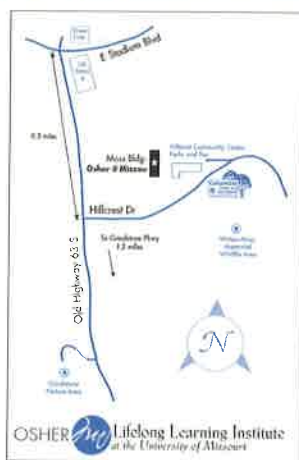
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Roll carts prove a tough sell for Columbia

BY LISA CONLEY AND PHOTOS BY JENNY JUSTUS Mar 19, 2015



Jenny Justus

A solid waste collection crew drives a refuse truck through the Interstate 70 and U.S. 63 connector on the way to its curbside collection route Feb. 19. Below, Louis Hart grabs recyclables on his collection route Feb. 19. Photos by Jenny Justus/Missourian

COLUMBIA — Glass bottles shattered and aluminum cans rolled as a blue bag full of recyclables split open, spilling its contents onto the street. Jimmy Hart bent down to pick up the debris, throwing it into the truck as quickly as possible so he could continue his morning route.

For Hart, it was for the most part just another shift as a trash collector. It was one of the coldest days of the year, though, with wicked wind chills and temperatures in the single digits. Piles of snow lined the streets, and patches of ice peppered them, remnants of the latest winter storm.

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As Hart clung to the back of the recycling truck, he bounced up and down, trying to stay warm. Wearing a black ski mask and brown coveralls, he was wary of every move at each stop. One wrong step on a slick road could spell disaster.

Not many people have what it takes to be a trash collector, said Jeff "Rock" Hether, refuse collection supervisor. It's a tough job, a young person's game. Spending each day lifting hundreds of heavy trash bags puts a physical strain on the body. Most workers leave after only a few years, and even those who

would like to stay often succumb to physical limitations that come with age.

"The turnover rate is incredible, just incredible," Hether said. "It's one of our biggest obstacles right now."

About two-thirds of Columbia's trash collectors quit each year on average, according to a report by the Public Works Department. (<http://www.gocolumbiamo.com/solidwaste/collections/>) And that's just one of the reasons city staff has proposed switching to a roll-cart system for trash collection. The staff also believes a roll-cart system would reduce the number of workers' compensation claims filed by refuse workers, increase recycling and reduce the amount of waste going to the landfill.

Opponents, however, worry that a roll-cart system would be too expensive, result in trash-worker layoffs and pose a threat to older folks or people with disabilities. They've argued that the carts are ugly, that they're vulnerable to theft, that they'll blow away and that animals will invade them. The debate, which has played out at forums hosted by the city in each of Columbia's wards, has become an emotional one.

The safety question

Columbia solid waste collector Louis Hart picks up bags of recycling and places them in the truck on his daily route Feb. 19.

Garbage trucks can mechanically lift and empty roll carts, which means less physical labor for workers who under the current system are tasked with heaving garbage bags into the back of the truck and hopping on and off the vehicle in front of every home. Hether said the hope is that roll carts would allow the workers to stay with the job longer, maybe until retirement.

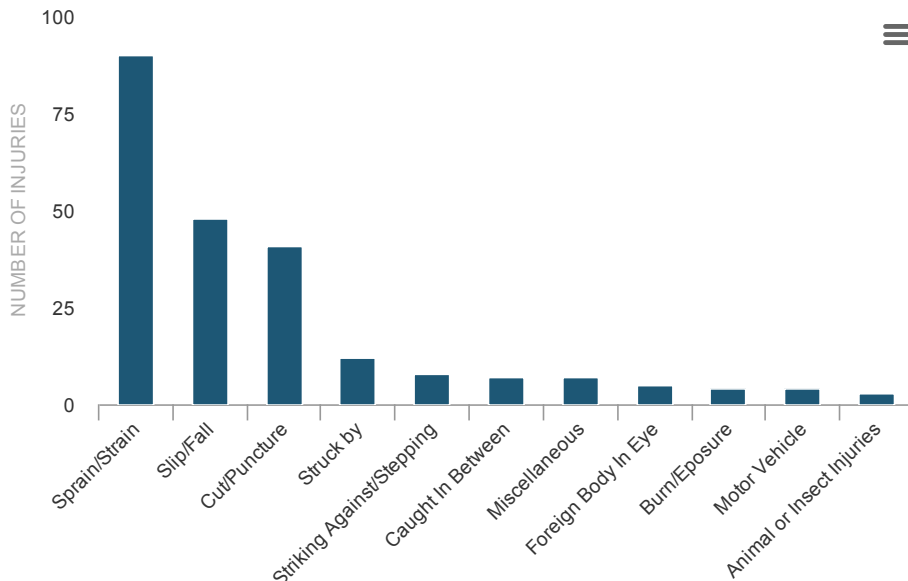
Trash collector Chris Sims said he thinks roll carts would do that.

"I think it'd be good for us for longevity," Sims said. "And it'd be easier to know who pays for trash."

Roll carts also would help prevent injuries, Hether said, noting that most injuries happen when the workers are getting on and off the truck.

Columbia considers roll carts to cut down on injuries

The city of Columbia is looking into a move to automated roll carts for trash pickup. Proponents of the move say it would help reduce the number of injuries among garbage collectors. There have been 229 workers' compensation claims in Columbia between 2010 and 2014.



SOURCE: CITY OF COLUMBIA

Hart's been injured on the job before — he fell off a truck while it was moving and hurt his knee — but the injury wasn't serious enough for him to file a workers' compensation claim. Other workers, however, have suffered more severe injuries.

"We had a guy that fell off the back step (of the truck) and broke his shoulder," Hether said. "He actually had to have surgery and was off for an extended period of time."

From 2010 through 2014, trash collectors filed 229 workers' compensation claims, totaling \$1.46 million. Of those 229 claims, 39 percent involved sprains or strains — which Hether said is the most common injury — and cost the city \$507,915. Slips and falls were the next most common injury,

accounting for almost 21 percent of the claims filed from 2010 and 2014. The city's cost for these claims was \$441,822.

Less than 1 percent of workers' compensation claims filed during the 5-year period were the result of an injury from an animal or an insect. Hart, however, said he was attacked by an animal while on the job.

"I jumped off the truck, and a dog ran up and bit me," Hart said. "Luckily, it was just a little Chihuahua."

Although the dog bite was neither serious enough to warrant a compensation claim nor painful enough to prevent him from working, Hart still supports the idea of switching to a roll-cart trash system.

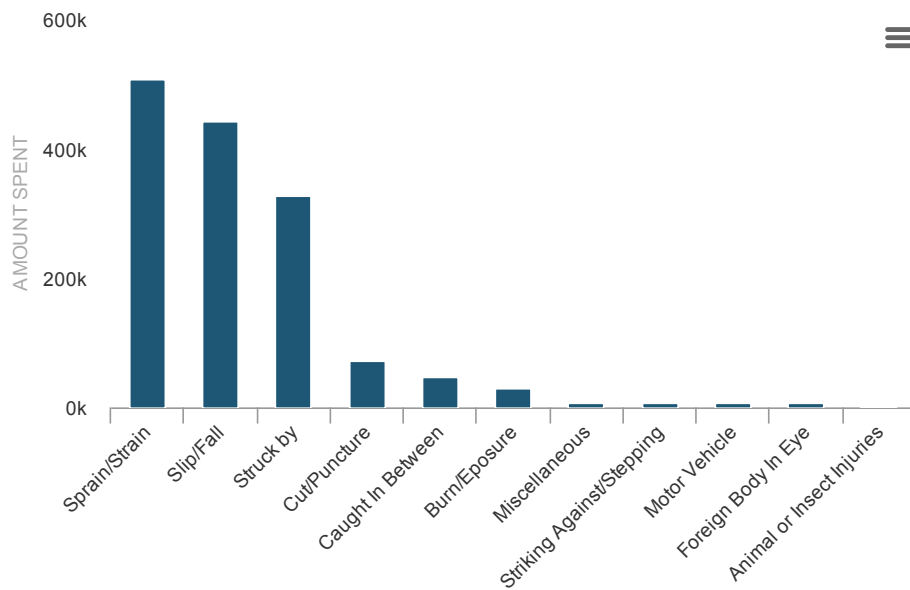
"I come from Jeff City, and they already have a roll-cart system," Hart said. "And I think it's better. You know who pays for trash, and you ain't gonna have debris flying around, ... so neighborhoods can stay cleaner."

The cost question

If the city implements a roll-cart trash system, city officials will begin the transition in October by purchasing the carts and automated attachments called Curotto-Cans (<http://www.thecurottocan.com/>) for its garbage trucks. Those come at a cost of \$35,000 to \$40,000 each, according to previous Missouriian reporting (<http://www.columbiamissourian.com/a/184046/city-rekindles-talks-of-automated-roll-cart-trash-collection/>).

Cost of workers' compensation claims leads Columbia to consider using roll carts

The Solid Waste Division of the city of Columbia has had nearly \$1.5 million in workers' compensation claims between 2010 and 2014. The city is considering a move to roll carts to cut down on the number of injuries on the job for garbage collectors.



SOURCE: CITY OF COLUMBIA

The attachment features a collection bin in the front of the truck and an automated arm that grabs the roll cart, empties it and then sets it back down.

City officials have created a timeline that calls for fully implementing the automated system by October 2016.

The cost of the roll-cart trash system is one of the aspects some residents worry about. Although the city contracted MSW Consultants to perform a rate analysis and cost-of-service study, the report contains unspecified errors that have yet to be addressed, according to the Public Works Department.

As it stands now, if the roll-cart trash system is implemented in Columbia, residents would have a

choice between using a roll cart or continuing to use black plastic bags. Either way, they'd be part of what the city is promoting as a "pay-as-you-throw" system that would require residents who generate more trash to pay more on their monthly utility bills.

Under pay-as-you-throw, residents who choose to stick with garbage bags would be allotted a certain number of trash bags per collection day before having to pay an additional fee per bag. Under the current system, residents pay a flat fee of \$15.42 per month and can use as many trash bags as they want.

The initial MSW report indicated that residents who opt for the pay-as-you-throw bag service would pay \$8 per month for two trash bags. Any additional bags would require stickers that would cost \$1 apiece. MSW Consultants estimated the average monthly cost per household for that service would be \$16.66. Again, though, these numbers aren't firm.

A PowerPoint prepared by city staff and presented to the Columbia City Council in January, however, indicated the base charge for those who stick with bags would be \$12.50 and that bags would cost \$1.50 apiece.

As for the roll carts, the city plans to offer three different sizes – 32 gallons, 64 gallons and 96 gallons – and the monthly utility charge would depend on the size. The initial MSW report estimated the 32-gallon roll cart would cost \$12 per month, the 64-gallon cart \$15.42 per month – which is the current flat fee trash collection rate – and

the 96-gallon cart \$20 per month.

Trash collector Robbie Hulett said trying to limit the amount of trash people discard is a good idea.

"What Columbia really needs is a bag limitation," Hulett said. "Right now people can put out everything. It's ridiculous."

Sometimes a house will have so many bags that the driver — who usually stays in the vehicle — will hop out to help the worker riding on the back of the vehicle to move things along more quickly. Although there's no limit on the number of bags, there is a weight limit. Trash bags are not to exceed 50 pounds, but not all residents comply.

"Right now you could literally take the roof of your house, and as long as it's within 15 feet of that curb, ... we'd have to take it," Hether said. "It's just crazy."

First Ward resident Mary Hussmann is one of the more vocal opponents of roll carts. She said that a pay-as-you-throw system will create an incentive for illegal dumping and that the city hasn't been clear about how much the system will cost.

"The city doesn't give firm answers to questions about how much the stickers will cost or how many bags we'll be provided before we have to have a sticker," Hussmann said, "which makes it difficult for folks to judge whether or not it's a good system."

City of Columbia worker Jimmy Hart jumps off the back of the truck to gather bags of curbside recyclables Feb. 19. Below, Louis Hart, left, and Jimmy Hart gather cardboard recycling while on their morning route Feb. 19.

The recycling question

Recycling tends to be lighter than trash, but recycling collectors do two routes per day, whereas trash collectors do only one. That's why Hart prefers to pick up trash.

Recycling is, however, another reason the city is exploring roll carts.

City officials say Columbia is underperforming on recycling compared with other cities. Columbia's diversion rate — the percentage of collected refuse such as recycling and composting that doesn't end up in the landfill — is 17 percent, according to the Public Works' Solid Waste website (<http://www.gocolumbiamo.com/solidwaste/automated-collection/>). The national average is 34.5 percent.

By increasing the diversion rate, officials hope to make Columbia's landfill last longer. The city operates a landfill on 720 acres, but the Missouri Department of Natural Resources has permitted it to use only 102 of those acres for trash.

If the city uses up those 102 acres, it will have to apply for a new permit. Right now, it plans to do that in 2017 at an estimated cost of \$600,000.

The pay-as-you-throw system will act as an incentive for people to recycle, city sustainability manager Barbara Buffaloe said.

"People think more about not buying as much or recycling more," Buffaloe said in previous Missouriian reporting (<http://www.columbiamissourian.com/a/185061/disability-commission-has-reservations-about-roll-carts/>). "If you put out two trash bags, then you'd pay more than if you had one. You'd think more about what you were going to throw away."

The same principle would apply with roll carts. The more a household recycles, the smaller cart it would need and the less it would pay per month.

City officials hope that if the transition to a roll-cart trash system goes well, residents would be open to the idea of having roll carts for recycling, too. If that happens, the transition would begin in October 2017. City officials plan on having the automated system fully implemented by October 2019.

Not everyone is on board

The city in February began hosting "trash talk" forums in Columbia's wards. The purpose of the forums is to present information about roll carts to residents and get their feedback.

The forums have generally been well-attended, with 50 or more people at each, and the discussions have been heated, with residents arguing passionately both for and against roll carts.

At the First Ward forum Feb. 25, moderator David Lile of KFRU/1400 AM had to remind residents to follow the format rather than interrupting city staff and representatives of the Solid Waste Advisory Group, or SWAG, while they made presentations for and against roll carts.

"A lot of people are here to be educated, and a lot of people are here to argue a side," Lile said that night. "I want to be conscious of those who want to be educated, so it's not an argument, it's an education."

Lile's request didn't prevent one resident from accusing SWAG representative Richard Shanker of using scare tactics to sway people against roll carts.

"I don't know what scare tactics I'm using, although me being up here in a tie is pretty scary," Shanker joked. "But I'm not trying to scare anyone."

Some residents worry the transition to an automated trash truck would result in layoffs because each truck would require only a driver. City officials, however, have said existing workers wouldn't be laid off but instead would be reassigned to other duties.

Another concern is that a full roll cart would be too heavy for older people or people with disabilities to manage. The roll carts could also potentially block sidewalk access, creating problems for people who use wheelchairs or walkers.

Chuck Graham, chairman of the Disabilities Commission, explained that group's problems with roll carts at a February meeting.

"The commission has two main concerns," he said, according to previous Missouriian reporting (<http://www.columbiamissourian.com/a/185061/disability-commission-has-reservations-about-roll-carts/>). "The ability for people to get (the roll cart) out to the curb and sidewalk access ... especially when it snows."

Public Works Director John Glascock said a city policy that allows trash customers with physical challenges to arrange for free special pickups would remain in effect with roll carts. That means trash crews would take care of wheeling the carts back and forth.

Glascock also said the city is trying to create a designated place for people to put their roll carts so they don't create problems on streets or sidewalks.

SWAG member Mike Lawler said during the Second Ward trash forum Feb. 10 that the carts could create a cluttered look in neighborhoods.

"When the pickup has been made, there's no evidence that this was trash day because the bags are gone," Lawler said of the existing service. "There's no need to worry about empty trash containers being blown about in the wind when they're empty, nor is there concern about the carts being left on the street and not returned to their home."

Husmann said in a telephone interview that the city should focus on improving the current trash system rather than implementing a new one.

"We're not against change," Hussman said. "We just don't want change that's for the worse, and roll carts are for the worse."

The candidates for Columbia City Council have weighed in on the roll carts. Read their written responses here (<http://www.columbiamissourian.com/a/186435/city-council-candidates-offer-perspectives-on-roll-carts-for-trash-collection/>).

from [Columbia Missourian](#) PLUS

05:28

HD

The Missourian decided to take the carts to the people and see how they worked out. Public Life reporter Lisa Conley (<http://www.columbiamissourian.com/accounts/profiles/LNC5GD/>) borrowed three sizes of carts from the city, and we recruited volunteers who promised they had no strong feelings either way about roll carts. Conley took the carts to their homes and let the folks give 'em a whirl. It's not a perfect experiment, but you'll see the results in the video.

Supervising editor is Scott Swafford (<http://www.columbiamissourian.com/accounts/profiles/SwaffordS/>).

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