Project Report

03 December 2023 - 01 January 2024

City of Columbia, MO

Roll cart storage requirements





Aware Participants	460	Engaged Participants		35	
Aware Actions Performed	Participants	Engaged Actions Performed	Registered	Unverified	Anonymous
Visited a Project or Tool Page	460		3	0	
Informed Participants	240	Contributed on Forums	0	0	0
Informed Actions Performed	Participants	Participated in Surveys	0	0	0
Viewed a video	0	Contributed to Newsfeeds	0	0	0
Viewed a photo	0	Participated in Quick Polls	0	0	0
Downloaded a document	0	Posted on Guestbooks	0	0	0
Visited the Key Dates page	5	Contributed to Stories	0	0	0
Visited an FAQ list Page	0	Asked Questions	5	7	0
Visited Instagram Page	0	Placed Pins on Places	0	0	0
Visited Multiple Project Pages	197	Contributed to Ideas	23	0	0
Contributed to a tool (engaged)	35				

ENGAGEMENT TOOLS SUMMARY



Tool Type	Engagement Tool Name	Tool Status	Visitors	Contributors		
	gago			Registered	Unverified	Anonymous
Qanda	Questions	Published	50	5	7	0
ldeas	Comments	Published	213	22	0	0

INFORMATION WIDGET SUMMARY



Widget Type	Engagement Tool Name	Visitors	Views/Downloads
Key Dates	Key Date	5	5

Questions

Visitors 50 Contributors 12 CONTRIBUTIONS 13



mcnagel

07 December 23

Have not heard discussion how people with disabilities is going to work



Publicly Answered

Customers with existing house collections services will automatically have that service continue when refuse cart collection begins. Customers who are physically unable to transport their refuse cart to the curb may receive house co llection at the same service rate as curbside collection. For customers' and staff's safety, customers must put the refuse in the cart and leave the cart outside the house in an area that is accessible by staff for collection. Staff will not enter homes or garages to collect refuse carts, and staff will not collect bags. Requests for house collections must include certification by a licensed health care provider of the applicant's physical limitations.



Drprs

08 December 23

Why aren't recycling roll carts included in this discussion?



Publicly Answered

Our consultant's report on recycling was presented to the City Council at the Dec. 4 meeting. A work session is being scheduled to discuss options put forward in the report.

Questions



Denise

08 December 23

I've asked this before, but never got an answer. What about the carts on Broadway? Once it's emptied, they'll be all o ver the place on a windy day. I ask because that's a heavily traveled road and carts in the roadway might cause a bit of a problem.



Publicly Answered

Roll carts have an extremely stable design and can withstand winds of up to 50 mph.



Bruce

09 December 23

1) I live at 2201 McIntosh Dr in Somerset Village. Has our HOA been advised of the new ordinance? 2) What about re cycling?



Publicly Answered

1) We have passed along all information about roll carts to the neighborhood associations and will continue to do so if there are any changes.2) We presented a report from our consultant to the City Council at the Dec. 4 meeting. A work session is being scheduled to discuss the options put forward in the report.



Debbie

10 December 23

When will I receive my roll cart. Thank you



Publicly Answered

Roll cart delivery will begin in late January/early February, starting with Monday customers.

Questions



Dennis

11 December 23

Having already chosen a cart size online, may I request a different size cart now?



Publicly Answered

Customers may request to exchange their refuse cart one time at no charge within the first 120 days of initially receiving the cart. The customer can either call the Contact Center at 573.874.2489 or email Waste-Mgmt@CoMo.gov to request a different size of roll cart. Solid Waste will schedule an appointment with the customer to exchange the roll cart



bossalleri

11 December 23

Happy about the rollcarts coming but we live on a hill (Ridgemont). The city might consider adding in a place where w e should put our carts, because they'll roll down the street. Right now the street is torn up from replacing the water line s, so it would be an ideal time to look into that.



Publicly Answered

Thank you for your suggestion.



Michael Reil

12 December 23

What is the procedure for if a city refuse customer returns home from their work day only to find their roll cart has bee n pilfered or stolen. Who is responsible?



Publicly Answered

Customers should notify the City at 573.874.CITY (2489) if their cart is missing or stolen. The refuse carts will have b arcodes assigned to a specific address. A missing or stolen cart will be brought back to its assigned location if it can b e found.

Questions



Sue

13 December 23

When will recycling begin again?



Publicly Answered

As soon as we have the staff to maintain the routes on a regular basis.



R&R

14 December 23

What has the city decided to do in the event a customer's roll cart is stolen from a refuse customer and cannot be located. Will it be replaced promptly? If not replaced, will the refuse customer return to placing refuse at the street in li eu of not having a roll cart. I understand that each roll cart will have a unique coding with respect to the address it bel ongs but will the city refuse trucks be scanning the code upon each pick-up? Please respond back. Thank you.



Publicly Answered

What has the city decided to do in the event a customer's roll cart is stolen from a refuse customer and cannot be located. Will it be replaced promptly? Yes.I understand that each roll cart will have a unique coding with respect to the address it belongs but will the city refuse trucks be scanning the code upon each pick-up?Yes.



eallen01

15 December 23

They can be stored outside my home as have no garage correct? They also have to be brought back from the curb how soon after the garbage has been picked up?



Publicly Answered

The fact that some customers do not have garages is a factor that will be considered. Roll carts can be placed at the c urb no earlier than 4 p.m. the day before the customer's scheduled collection day and must be removed from the curb no later than 10 p.m. on the customer's collection day.

Questions



Brenda White Mathews

15 December 23

There are HOA that have rules. No trash cans in view. When you have a garage (intended for vehicles) and you have a couple bikes, a work bench, a lawn mower and various other things in your garage there's no place to put a roll cart in the garage. As for where do you put your trash bags, you can set them on work gear or on the lawnmower but you can't set a roll cart on top of them. Then what? I'm sure you will come back with a negative or rude answer. But I'd like to hear it anyway. Thanks.



Publicly Answered

All neighborhood associations are expected to be reasonable regarding storage of the carts, as everyone in the neighborhood will have the same issue. Shrubbery or a screening fence may be a solution if storage in the garage or behind the home is not possible. For further clarification, please contact your neighborhood association.



Brenda White Mathews

15 December 23

You said you would send me 6 digit number but you didn't.

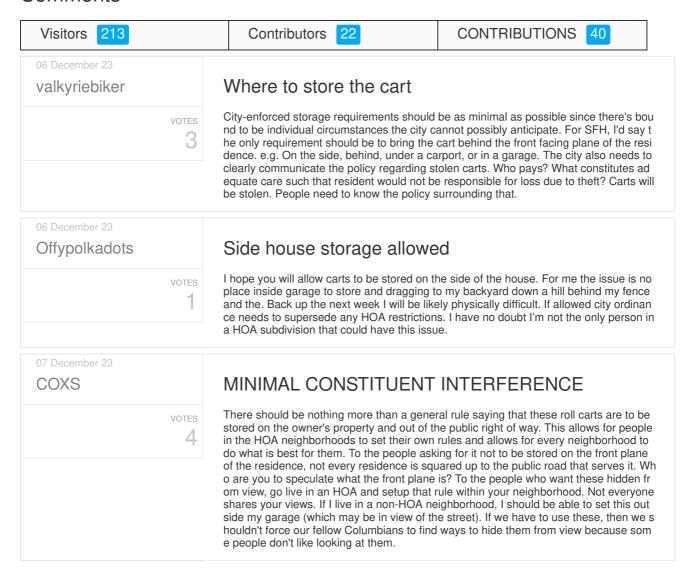


Publicly Answered

If you did not log on to request a cart size during October, you will automatically be signed up to receive a 65-gallon c art. If you would like a different size cart, you can either call the Contact Center at 573.874.2489 or email Waste-Mgmt @CoMo.gov to request a different size of roll cart.

IDEAS

Comments



IDEAS

Comments

Roll Cart Storage Idea Kiel Carts may be stored outside dwelling, immediately next to or in front of dwelling. No H VOTES OA shall enforce a bylaw stating the roll cart must be inside a garage or dwelling or beh ind a garage or dwelling. These carts will be heavy when filled. It is not feasible to allow an HOA to enforce a bylaw requiring carts to be stored behind a dwelling. Distance and incline/grade to reach the street will be physically prohibitive if required to store behind dwelling. No HOA shall enforce a bylaw requiring roll carts to be stored inside garage o r dwelling. Due to limited space and security, anything that would prohibit motor vehicle s from being stored indoors in a garage or dwelling, shall not be required to be stored i n said garage or dwelling. DaffyDuck1543 Roll carts can be stored inside or outside of dwelling s, on private property, and neighborhood covenants VOTES cannot override these options. There is no point in having roll carts if they have to be stored inside dwellings. Then yo u have stinking garbage in your dwelling 7 months a year. COLOR of carts. Please not blue. Carts need to ble Jane rabeni nd in with house siding and partcularly garage doors VOTES The city should not interfere with placement on priva Wesleyhall te property. VOTES Individual homes and living circumstances will require that the roll carts be stored as th e owners of the property see fit. Out of the way of public and on private property. Leave it at that. Store the roll cart in the same place you stored your D walken 8 garbage when we used black bags. VOTES If the correct size roll cart is chosen then it should fit where the garbage can was store d with the black bag in it. I certainly don't recall black bags hanging out in view of the p ublic after garbage day. The same should be true of roll carts. We'll store our carts on our private property as we s khuddlestonsmith ee fit, and the city can leave us alone about it. VOTES This should've been figured out MONTHS ago, it seems like y'all forgot and then realiz ed some angry busybodies would be obsessed with rules. Should we also be expectin

g to receive regulations on where we can put our patio tables or lawn decor?

IDEAS

13 December 23	
Toni	There should be no requirements for where to store the carts other than on your private property and not
VOTES 1	at curb.
	I have no place to store mine other than my front yard or on the stoop right in front of m y front door. I am not happy with either choice but that's it.
14 December 23	
brekhusr	The ONLY rule should be don't block sidewalks or c
VOTES	urb cuts for disabled people, whether carts are out o
2	r in storage.
	The City needs to enforce safety and accessibility provisions, NOT aesthetic concerns.
14 December 23	
Bgremmel	HOA interference in a going to be an issue. I see m
VOTES	ultiple HOAs directing when and where you can put t
1	hese carts.
16 December 23	
dj	Keep your focus on the customer!
votes	Please do not loose sight that this is a customer service to remove the residents' trash. As a longer term resident I recall the trash pickup was more focused on how can we he lp you neighbor and now its more 'you will comply'. Example: I tried to get an old scree n door taken way, for a fee, and was told NO, but they take a bed or a couch. No answ er to why not, just NO.
18 December 23	
27timespitothethird	I expect to be glad to see this more forward.
VOTES	
21 December 23	
steve_johnson	Roll carts must be stored in a location where they c
VOTES	annot be seen from the street.
0	Those who favor no restrictions should recognize that storing roll carts in front of home
	s, garages, at the curb, or any locations visible from the street will have a negative affect on your property value.
21 December 23	
Teak58	Store next to house
votes	Carts should be stored next to the hours (preferably on the side), in the garage or back yard/shed. They should not be overtly obvious to the public. Definitely should not be blo cking a sidwalk, driveway or in/next to the street - these are harzardous and can be difficult to walk/drive around. They also can block kids who are playing, making them more at risk if stored in front/near public accessible areas.



Fwd: Rollcarts

2 messages

Matthew Nestor <matthew.nestor@como.gov>

Tue, Jan 2, 2024 at 3:12 PM

To: Steve Hunt <steve.hunt@como.gov>

Steve,

Here is an additional comment for the Roll Cart Storage public input.

Please let me know if you have any questions.

Thank you.

Matt

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

From: Kelle Westcott <kelle westcott@hotmail.com>

Date: Tue, Jan 2, 2024 at 2:44 PM

Subject: Rollcarts

To: Matthew.Nestor@CoMo.gov < Matthew.Nestor@como.gov >

I am sorry I missed the cut-off - I believe residents should still be able to comment so here you go. I believe the City would have been smarter to implement this change in waves starting with neighborhoods. I think dealing with roll carts will be much easier in some subdivisions than on the street where I live. I worry most about my cart being there when I return home from work. On my street there is not a nice level close to the street place to leave a roll cart - it will have to go in the bike line. Does not seem ideal to me. I will not be happy or pleasant about paying for a new cart when my original is run over by traffic. Many situations do not have a 1 size fits all type of solution. In our neighborhood you could protect your employees by allowing residents to place the smaller kitchen size bags curbside inside of making us use the larger bags that were provided by the City

Matt Nestor Public Information Specialist City of Columbia Utilities P: (573) 874-7307

C: (573) 289-9263

Matthew Nestor <matthew.nestor@como.gov>

To: Kelle Westcott <kelle westcott@hotmail.com>

Cc: Steve Hunt <steve.hunt@como.gov>

Good afternoon,

Thank you for your input.

During distribution of the roll carts in February, Solid Waste collections crews will work with Rehrig Pacific to determine the most optimal placement of the cart for each location. Crews will leave the carts in the spot where they would like the customers to leave them on collection day.

If your cart is damaged because of traffic, please notify the City at 573.874.CITY (2489).

Matt

[Quoted text hidden]

Tue, Jan 2, 2024 at 3:19 PM



Sign In Sheet

Customer input on potential requirements for the storage of roll carts

Public Meeting: 12/14/2023

	Name	Address	Phone
1	Rene Powell	3 Third AUE.	(573)864-4087
2	Tim Ucente	1303 Tomey PINES DR	314 1/22 8029
3	Elizabeth Crippen	3516 Greeley Drive	619 ax62368
4	PICHARD SHANKER	1829 Clife Drug	5738752035
5	Gregory Gov maker	1714 Mc Slester Steet	573 289-3963
6	Sun Marie Gormaker	1714 Mc Alester Street	573 529-8085
7	John Monn	106 E. Par Rway D2 63203	573-8083860
8	Beton Rotes		
9	Parrick McColler		673.819-6292
10	Leigh Kothirtz	City Staff	874-7504
11	Steve Callis	6304 W. NUTEMANISY LN 65203	445-4508
12	MRRSE Jones	922 AW Teyas	573-268-2485
13	A Eugene Eptin	3406 Rangefix St for 181 65202	(523)443-0529
14	Barbara Buffalae	701 & Broadway COMO Ce5201	573 874 7222
15			

	Name	Address	Phone
36	Maggie Girardi	3253 Old S.	577-999-4124
37	Pat Wullneper	400 2 Continental (4	573-819-51/3
38	Tom Nulmeyer	11 11	573-355-3 32
39	Louden Basie	1800 Valley Vistalt	573-445-1691
40	Jacque Sample	5000 Maple Leaf Dr.	573-424-8494
41	Dawn Zeterberg	thant'	513 -443-8283
42	Don Waterman	Kerilworth DR	
43	TODD GUESS	706 W. GREEN WEADOWS	
44	Pat Towler	606 N 6th St. Columbia 65201	573.256.6841
45	Shawna News	3709 Citation Dr 65200	533-864-0437
46	Steve Sheltmire	1908 Tremont, C+ 65203	5738814401
47	Dan Viets	15 M 18 dr	315 2/25
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Roll cart storage requirements

Beginning in March 2024, the Solid Waste Utility will transition to the use of refuse carts and automated collection for residential curbside collection.

According to City ordinance, roll carts can be placed at the curb no earlier than 4 p.m. the day before the customer's scheduled collection day and must be removed from the curb no later than 10 p.m. on the customer's collection day. The ordinance does not specify where carts should be stored outside of that time frame, other than it must be on private property.

We would appreciate hearing your thoughts on potential requirements related to storage of roll carts between collection days.

Comments can also be submitted to the project page on BeHeard.CoMo.gov through Dec. 31, 2023.

Thank you for your input.

Comments (additional space for more comments on the following page)
I don't unink unere should be an ordinance about where
people need to stole the Roll Gets, People use author
TO THE PROPERTY OF THE PROPERT
also must people in the sex of side uped to die
maily Roll a Call Trovil a man of the
PRONT. People's Rights should supurced the need tok front. People's Rights should supurced fine streets to look pretty." What I'm most concerned the streets to look pretty." What I'm most concerned about is people blocking sidewalks with when As
ing streets to look previous and alles the looks of
about is people blocking statustics when them. Hos a pulson who uses a mobility and a who knows a pulson who uses a mobility and a cane users, I worky
> pulson who have kollator a care users, I worky
pulson who uses a replication of care users, I worky many local whellchair, Rollator of care users, I worky many local whellchair, Rollator of their ability to use the *The personal information request below is not required and could be made available to the public.
Now Parsonal anjournation request below is not required and could be made available to the public.
Name Chriss Jones Email Samantho, by Rd Qamail.com
Mailing address 922A W TEXAS AVE
City Columbia State MO Zip U5202
Signature NCS SOM





Roll cart storage requirements

149 already hard mough as contractors in my neighborhood love to park their vehicles a neighbor nomeowners nor randlords states shovel sidewalks during the winter.

*I grew up w/ Roll carts. My town did not have an ordinance where they had to be stored. It was in the Ozaks, so most stored them in the front yard. It wasn't a problem. No one complained. It made it easier for unora who have mobility issues due to age or disability

1 am PRD ROIL CORTS.



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Thank you for your input.

Pleasemake provision for me to purchase my cart at the
city's cost so I can paint it to match My house.
My driveway is gravel - we deliberately minimize hard surfaces in order to allow excessive rain to move around
and be absorbed. My yard is sometimes smooth though the
the to push and pull the lawnmour when all the Mole tracks have settled down _ it will be unpredictable for me to be able to pull a curt around to the back of my house. The personal information request below is not required and could be made available to the public.*
The personal information request below is not required and could be made available to the public.*
ame Pat Fowler Email Fowleppatrury & 9 mail. com
Tailing address 606 N Sixth St
ity Coumbia State No Zip 65201
ignature Tat fowler



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Thank you for your input.

not God for us ald falks

The personal information request below is not requ	uired and could be made available to the public.
Name Clarence Wood aro	Email
Mailing address 3824 Canyon	R1-Dr
City Cob	State Zip
Signature Planes 115 Endar	



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Thank you for your input.

We have a walk that leads to the back of the booke. Will keep it there

The personal information request below is not required and could be made available to the public.
Name <u>Gregory Gortmaker</u> Email <u>gregorygortmaker a g</u> ma:/
Mailing address 1714 McAlester Steet
City Columbia State No Zip 65201
Signature Collection



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Thank you for your input.

Comments (additional space for more comments on the following page)

What ever is Reciked-Keep it simple 4

Cleak,

The personal information request below is not re	quired and could be made o	available to the public.
Name Don Celaterman	_ Email_WARDS	
Mailing address		
City Columbia	State MO	zip <u>65207</u>
Signature Nation		



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Thank you for your input.

Comments (additional space for more comments on the following page)

lan concerned that rollcarts will become barriers on the sidewalks once they are emptied and moved by residents (off the street).

The personal information requ Name AnnManie	est below is not required and could be r	made available to the public.
Mailing address		
City	State	Zip
Signature		



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Thank you for your input.

Comments (addition	al space	for	more	comments	on	the	following	page)
--------------------	----------	-----	------	----------	----	-----	-----------	-------

There is significant conc	ern regarding	Citizens	Storing
or keeping their roll carts on	The standard	curul al	diane
I side of Whois home- either	because trieve is	no alaice	eteck space
or by default (or lack of mo	tivation to move	the cart).	Stonky
out side of the roll of mo roll carts on sidewalks greatly	impacts & acc	essibility	and would
lalade sato sedestrah pathway	⋖.		
Salutions are distribut to	generalize in	o the vai	1 eec
makeup of Columbia neighbor	and negret Cit	THES FOR I	or Leida
sidewalks may get attention	lacal Missal in	ure periar	Coloria a
from that, fines could be rep *The personal information request below is not req	uired and could be made of	rmunity savailable to the	oublic.*
Name <u>Jacque Sample</u> <u>FDawn Zelerba</u> Mailing address <u>5000 Maple Leaf</u> D	gEmail drijo 2016 (c	gmail.com)
Mailing address 5000 Maple Leaf D	Vive		
City Columbia	State MO	Zip <u>05</u>	20/
Signature <u>Greguely</u> M. Sample			





Roll cart storage requirements

Additional Comments

projects, such as assisting with snow cleaning or trimming trees/bushes that are blocking sidewalk passage/use. I do, however, realize this would be difficult, 4 time consuming to implement.



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Thank you for your input.

Signature_____



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Thank you for your input.

Would S	like our ordin	run +	hait.	eclutidic	27
placement the build	of roll cents	Near	the	Front	3

The personal information request below is not re	not required and could be made available to the public. Email wulle @ Como : 4pm				
Mailing address		U			
City Ceolionlan	State MO	Zip <u>6523</u>			
Signature					



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Thank you for your input.

With such a small group and ing these I think No order wave
to regulate their storage stop is needed because we have many
hitestyles in Columbia No Examples of the HOA; (3) CAN Garages,
Mobile Homes, etc. We only need over not perhousehold after
that we will have traffic issues in the City. Emergency vehicles
will probably have to destroy some of these and the city should
De responsible for replacement. What was a very cheap method for *The personal information request below is not required and could be made available to the public.*
The personal information request below is not required and could be made available to the public.
Name H. Eugene Fikin Email N/A
Mailing address 340% Raugeline 3t, Let#81
City Columbia State No. Zip 65303
Signature H. Eugene Elbin





Roll cart storage requirements

Additional Comments

trash could become very expensive, Examples - Cost of trucks, No tree trashlægs and now a lawout on Recycling. This is Just another way to make living in the City very very very levy heir way March low Tucome or Not. When low Tucome can't gay their way we could certainly destroy the life style we have all evjoyed in Columbia. Destroying-Jobs apposed to machines doesn't generate TAX REMENUE for the City Example Businesses are eliminating self wheeks for workers, City Newager should not have allowed this togo for ward tope those who decided this change enjoy their retirements Especially here in the City of Missery !!



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Comments (additional space for more comments on the following page)
17- need teeth in the AMAINICION
en leaving Conto on the <nph, 1="" 24="" s<="" td=""></nph,>
ThereTix has Arnsty in the
Engrat and mande, Ats us 5 "Special
Pickup" Amond the oval
The personal information request below is not required and could be made available to the public.
Name Email on Ung Somm Com
Mailing address
City State Zip Zip
Signature
SM /ON



Roll cart storage requirements

Beginning in March 2024, the Solid Waste Utility will transition to the use of refuse carts and automated collection for residential curbside collection.

According to City ordinance, roll carts can be placed at the curb no earlier than 4 p.m. the day before the customer's scheduled collection day and must be removed from the curb no later than 10 p.m. on the customer's collection day. The ordinance does not specify where carts should be stored outside of that time frame, other than it must be on private property.

We would appreciate hearing your thoughts on potential requirements related to storage of roll carts between collection days.

Comments can also be submitted to the project page on BeHeard.CoMo.gov through Dec. 31, 2023.

Thank you for your input.
Comments (additional space for more comments on the following page) I will be give from 3/18-1/14 to Can I have it delivered after 4/14, To
The personal information request below is not required and could be made available to the public.
Name TIM //CETR Email Frumy Ve earthlings, net
Mailing address 1303 TORREY P, WES
City Columbia State Mo. ziplo5203
Signature Q N VICC



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Comments (additional space for more comments on the following page)

currently paying for 4 trash services on one bill and would like to Reduce to 2 Large Carts

"The personal information request below is not i	required and could be made ava	ilable to the public.*
Name Parrick McCollum	Email Mccollumo	ne @ gmail, com
Mailing address 1409 Windson	ST. Apr 2	
City Columbia	State_Mo	Zip_6520/
Signature fur m		



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Comments (additional space for more comments on the following page)

We have several properties in East Campus where we could use some ideas regarding where to place them on trash day:
1412 Anthony
1410 Ross

The personal information request below is not req	quired an	d could be made	available to the public.
Name Wendy Kvam Mailing address 2604 Luan Ct.	_ Email_	wendykr	amagnail.com
Mailing address 2604 Luan Ct.		J	
city Columbia	State_	Mo	zip 65203
Signature Muly Warr			