



Department Source: City Utilities - Solid Waste

To: City Council

From: City Manager & Staff

Council Meeting Date: August 5, 2024

Re: Solid Waste Report: Skipped Commercial Collection Services

Executive Summary

At the June 17, 2024 meeting, Council requested a report regarding Solid Waste commercial collection services and skipped collections.

Discussion

During the scheduled public comment period of the June 17, 2024 Council Meeting, representatives from Campus Lodge Apartments discussed concerns about the reliability of Solid Waste collection services for the Campus Lodge Apartments. The representatives stated that they were routinely being skipped and they made frequent calls to the City regarding the missed collection service.

Staff researched the Contact Center records and could only find two instances since January 1, 2024 where representatives from Campus Lodge reported an issue with Solid Waste Services. On June 27, 2024, staff met with representatives from Campus Lodge Apartments to discuss their concerns. During this meeting, staff offered to remove their existing 8-yard dumpsters and install one or possibly two refuse compactors. Staff explained that the compactors have a significantly greater storage capacity and require service once per week versus the 3 days per week for their existing 8-yard dumpsters. Campus Lodge representatives stated they would look into the possibility of utilizing compactors and would follow up with staff.

The Contact Center frequently receives customer calls stating they did not receive collection service on their scheduled day (skipped service). A report for skipped collections was provided by the Contact Center. This report includes 517 requests for service. 186 of the requests do not include a description of the service being requested. In addition to skipped collections, the remaining 331 requests include other requests such as notification of a compactor not working, dumpster overflowing, request for additional collection, etc. From the report, it not possible to verify the exact number of containers that were skipped during this time period.

Containers are skipped often due to not being able to access the container due to a vehicle being parked blocking access. Customers sometime mistakenly report skipped collection service early in the morning when the container gets emptied later the same day. Due to vehicles being out of service, it is common for collection staff to use the same collection vehicle to service two collection routes on the same day. One collection route will be ran during regular business while a second driver runs the other collection route during



City of Columbia

701 East Broadway, Columbia, Missouri 65201

the overnight hours. Customers may call the Contact Center during regular business hours to report being skipped, when in fact their container is serviced during the overnights hours.

Containers are sometimes skipped with no reasonable explanation. Due to this and the inability to verify when service has not been provided is one of the reasons why the Solid Waste Utility is currently implementing a route management system that replaces paper route sheets and maps. Solid Waste staff are still working to fully implement this system and ensure all employees are properly trained to use the system. Once this is completed, the route management system will provide supervisory staff the ability to monitor every residential and commercial collection route and verify that scheduled services for that day have been completed. This will help to ensure that skipped services are minimized and provide supervisory staff the ability to proactively ensure that scheduled services are being provided.

Fiscal Impact

Short-Term Impact: None

Long-Term Impact: None

Strategic & Comprehensive Plan Impact

[Strategic Plan Impacts:](#)

Primary Impact: Reliable and Sustainable Infrastructure, Secondary Impact: Organizational Excellence, Tertiary Impact: Not Applicable

[Comprehensive Plan Impacts:](#)

Primary Impact: Infrastructure, Secondary Impact: Environmental Management, Tertiary Impact: Inter-Governmental Cooperation

Legislative History

Date	Action
n/a	n/a

Suggested Council Action

Report for information only.