

# City of Columbia, MO Roll cart storage requirements



# **Visitors Summary**

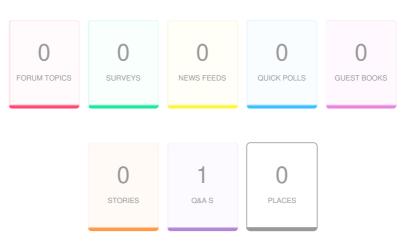
# Highlights



Pageviews \_\_\_\_ Visitors

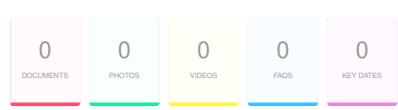
Aware Participants	460	Engaged Participants		35	
Aware Actions Performed	Participants	Engaged Actions Performed	Registered	Unverified	Anonymous
Visited a Project or Tool Page	460	-	i toglotor ou	0	, mongine de
Informed Participants	240	Contributed on Forums	0	0	0
Informed Actions Performed	Participants	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		
				Registered	Unverified	Anonymous
Qanda	Questions	Published	50	5	7	0
Ideas	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
Q mcnagel 07 December 23		
Have not heard discussion how peop	le with disabilities is going to work	
A Publicly Answered		
collection begins. Customers who are llection at the same service rate as c se in the cart and leave the cart outsi	e physically unable to transport their urbside collection. For customers' a de the house in an area that is acce e carts, and staff will not collect bag	ve that service continue when refuse cart r refuse cart to the curb may receive house co and staff's safety, customers must put the refu essible by staff for collection. Staff will not ent s. Requests for house collections must includ cal limitations.
O8 December 23		
Why aren't recycling roll carts include	ed in this discussion?	
A Publicly Answered		
Our consultant's report on recycling v scheduled to discuss options put forv		t the Dec. 4 meeting. A work session is being

## Questions

Denise

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. Α **Publicly Answered** Roll carts have an extremely stable design and can withstand winds of up to 50 mph. Bruce 1) I live at 2201 McIntosh Dr in Somerset Village. Has our HOA been advised of the new ordinance? 2) What about re cycling? Α **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 When will I receive my roll cart. Thank you Α **Publicly Answered** 

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

## Questions

Dennis

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

# A

**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



### bossallerj

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

When will recycling begin again?



**Publicly Answered** 

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



Α

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

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 neigh borhood will have the same issue. Shrubbery or a screening fence may be a solution if storage in the garage or behin d the home is not possible.For further clarification, please contact your neighborhood association.



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

Visitors 213	Contributors 22	CONTRIBUTIONS 40	
06 December 23 valkyriebiker votes 3	Where to store the cart City-enforced storage requirements should be as minimal as possible since there's bo nd to be individual circumstances the city cannot possibly anticipate. For SFH, I'd say he only requirement should be to bring the cart behind the front facing plane of the res dence. e.g. On the side, behind, under a carport, or in a garage. The city also needs to		
	clearly communicate the policy regarding stolen carts. Who pays? What constitute equate care such that resident would not be responsible for loss due to theft? Car be stolen. People need to know the policy surrounding that.		
06 December 23 Offypolkadots votes 1	place inside garage to store and dragging t and the. Back up the next week I will be like	ne side of the house. For me the issue is no o my backyard down a hill behind my fence ely physically difficult. If allowed city ordinan s. I have no doubt I'm not the only person in	
07 December 23 COXS votes 4	stored on the owner's property and out of the in the HOA neighborhoods to set their own do what is best for them. To the people ask of the residence, not every residence is squ o are you to speculate what the front plane om view, go live in an HOA and setup that is shares your views. If I live in a non-HOA neighborhood side my garage (which may be in view of the	ral rule saying that these roll carts are to be ne public right of way. This allows for people rules and allows for every neighborhood to	

## **IDEAS**

Comments	
08 December 23 Kiel	Carts may be stored outside dwelling, immediately next to or in front of dwelling. No H 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.
08 December 23 DaffyDuck1543	Roll carts can be stored inside or outside of dwelling s, on private property, and neighborhood covenants 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.
09 December 23 Jane rabeni	COLOR of carts. Please not blue. Carts need to ble nd in with house siding and partcularly garage doors
10 December 23 Wesleyhall	<ul> <li>The city should not interfere with placement on priva te property.</li> <li>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.</li> </ul>
12 December 23 D walken 8	Store the roll cart in the same place you stored your garbage when we used black bags. 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.
13 December 23 khuddlestonsmith	<ul> <li>We'll store our carts on our private property as we s</li> <li>ee fit, and the city can leave us alone about it.</li> <li>This should've been figured out MONTHS ago, it seems like y'all forgot and then realized some angry busybodies would be obsessed with rules. Should we also be expecting to receive regulations on where we can put our patio tables or lawn decor?</li> </ul>

## **IDEAS**

Comments	
13 December 23 Toni votes 1	There should be no requirements for where to store the carts other than on your private property and not 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 votes 2	The ONLY rule should be don't block sidewalks or c urb cuts for disabled people, whether carts are out o r in storage. The City needs to enforce safety and accessibility provisions, NOT aesthetic concerns.
14 December 23 Bgremmel votes 1	HOA interference in a going to be an issue. I see m ultiple HOAs directing when and where you can put t hese carts.
16 December 23 dj votes 0	Keep your focus on the customer! 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 Ip 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 votes 0	I expect to be glad to see this more forward.
21 December 23 steve_johnson votes 0	Roll carts must be stored in a location where they c annot be seen from the street. 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 affe ct on your property value.
21 December 23 Teak58 votes 0	Store next to house 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 diffi cult 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> 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

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

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> Tue, Jan 2, 2024 at 3:19 PM

Tue, Jan 2, 2024 at 3:12 PM

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]

Good afternoon,

Thank you for your input.

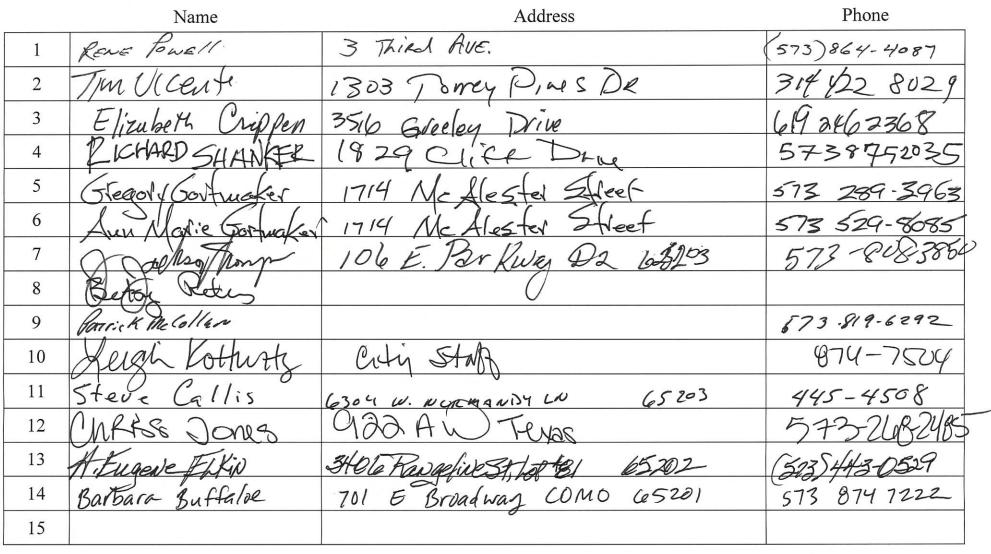




# Sign In Sheet

Customer input on potential requirements for the storage of roll carts

Public Meeting: 12/14/2023



	Name	Address	Phone
36	Maggie Grinardi	3253 Old S.	573-999-4124
37	Pat Nullmerper	400 2 Continental (7	573-819-57143
38	Tom Nulmeyer		573-355-3132
39	Sandy Basie	1800 Valley Vistart	573-445-1691
40	Jacque Sample	5000 Maple Leaf Dr.	573-424-8494
41	Dawn Zeterberg	Hunt	513 -443-8283
42	Don WAterman	Kinilworth OR	-
43	TODD GUESS	706 W. GREEN WEADOWS	
44	Pat Fowler	606 N 6th ST. Columbia 65201	573.256.6841
45	Shawned Rever	3709 Citation Dr 65202	573-864-0437
46	Steve Sheltmire	1908 TREMONT, C+ 65203	5738814401
47	Danviet3	ISN IRON	3152129
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#### **Roll cart storage requirements**

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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 (addia	tional space for more comment	ts on the foll	owing page)		
I don't thi	nk unere should	be a	n ordinance	e about where	2
Deople need	1 to stole the Re	M GREZ	" People u	se autdoor	
		KILLES	AVANINET I	T IT MALIN	
2150 nurt	people in town	nome	DOR WIND	all whather to	
porcily ROII	a Calf Them a	, iter	al an ada	is a set of the	
ADONT. PEC	pleis Rights sho	allast	Van noos	the moceened	
IND STUBET	ID IDOP PREMO	-> da	1.12/16 1111		
about is	s pupe blocking who uses a ministry	obility	and d m	the knows	
7 pueson	Who uses a min	pllator	2 a cane l	ISLRS, I WORRI	4
many 10	who uses a more in the second wheelchair, it more a more primation request below is not re	abou	t their al	pility to use &	he
Name hRiss	0	Email	Samantha.b.	rd Qamail.com	)
Mailing address		Ve			1
City Colum	lbia	State	mo	Zip <u>45202</u>	
Signature	is somes				
	7				



**Roll cart storage requirements** 

Additional Comments 1495 DIREDOLY hard mough as contractors in my nighborhood love to park their vehicles & neighbor nomeowners nor fondlords states showed sidewalks during the winter.

\*1 grew up w1 roll carts. My town did not have on ordinance where they had to be stored. It was in the Dearts, so most stored them in the front yard. It vasn't a problem. No one complained. It made it easier for those who have mobility issues due to age or disability \*1 am DRD Roll carts.



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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 enough for Me to push and pull the lawon mover when all the mole tracks have settled down \_ it will be unpredictable for me to be able to pull a cart around to the back of my house. \*The personal information request below is not required and could be made available to the public.\* Name 1 at towler Email fouleppatrung & qmail.com Mailing address 606 N Sixth ST State 120 Zip 65201 City Coumbia Signature Pat Towler



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Thank you for your input.

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

not Good for res ald Falks

\*The personal information request below is not required and could be made available to the public.\*

Name Clarence Wood and	Email
Mailing address <u>3824 Canyon</u>	RJ_pr
D D	StateZip
Signature Clarense Woodar	



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Thank you for your input.

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

*The personal information request below is not required and could be made available to the public.*
Name Gready Gostmaker Email algoring of maker Grand
Mailing address 1714 McAlester Street
City Columbia State No Zip 65201
Signature Counter Colluin



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Thank you for your input.

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

Whatever is decided - Kenp it simple & Clear

\*The personal information request below is not required and could be made available to the public.\*

Nama A	Centre man
Name wen	Cafer MAN

Email CA

Mailing address

olamb City State Signature

Zip



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Thank you for your input.

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

I am concerned that rollcarts will become barriers on the solewalks once they are amptied and mared by residents (off the street).

\*The personal information request below is not required and could be made available to the public.\*

Name AnnManie Goofmake Email

Mailing address

City\_\_\_\_\_ State\_\_\_\_\_ Zip\_\_\_\_\_

Signature



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#### Thank you for your input.

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

\*The personal information request below is not required and could be made available to the public.\*

Name	Jacqu	e Samp	ple & Dan	in Zele	<u>/bel</u> gEmail_	drije	2016C	gmail.com	
Mailir	) g address _	5000	Maple	Leaf	Drive				
City_	Columb	ia			State_	MD		Zip 05	20/
Signa	ture <u>Greg</u>	uly ?	n. Sang	ple					



#### **Additional Comments**

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



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Thank you for your input.

CARTS SHALL NOT BE VISABLE FROM THE STREET
(STORED EITHER IN THE GARAGE, BACK OF THE HOUSE, OR
BEHIND A CONSTRUCTED OPAQUE FENCE *The personal information request below is not required and could be made available to the public.*

Name	Email	
Mailing address		
City	State	Zip
Signature		



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Thank you for your input.

Would like on on	dinam +	hait e	clutific	5
placement of roll can the building.	its near	the	Front	Z

*The personal information request below is no Name Detay Veters		nd could be made available to the public.*		
Mailing address		0		
City Cellignian	StateO	Zip 6523		
Signature				



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#### Thank you for your input.

With such a small group watting these I think wo ordewance to regulate their storage stop is needed because we have many Columbia No. Examples & Are HOA; hitestyles Mobile Homes, etc. We only need ave can't per household that we will have traffic issues in the City Emergency vehicles have to destroy some of these and the city should Forreplacement. What was a very cheap method berespontsible. \*The personal information request below is not required and could be made available to the public.\*

Email N/A	
St. let#81	
State	Zip
	3t. Lest#81



Roll cart storage requirements

#### Additional Comments

trash could be come very expensive, Examples - Cost of trucks, No free trashlags and now a lawswitt on Recycling. This is Just another way to make living in the City very very, very, very march low Twane or Not. When Low Twane and I pay their way we could certainly destroy the life style we have all enjoyed in Columbia. Destroying tobs opposed to machines doesn't generate TAX REVENUE for the City Example " Businesses are eliminating set Paheeks for workers, City Menager 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 \*The personal information request below is not required and could be made, available to the public.\* Name Emai Mailing address City State Zi Signature



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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.

I win be gone from 3/18-4/14 to Can I have it delivered after 4/14.

*The personal information request below is not requ	ired and could be made available to the public.*
Name TIM //Cerrk	Email Fimmy Veearthlink, net
Mailing address 1303 TORRE	y Pines
City Columbia	State_MD
Signature R WIC	



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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 required and could be made available to the public.\*

Name Parrick McCollung	Email Mccoll	umone @ gmail, com
Mailing address 1409 Windsor	ST. Apr. 2	
City Colambia	StateO	Zip_65201
Signature Jan m		



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#### Thank you for your input.

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 re	quired an	d could be made a	vailable to the public.*
Name Wendy Kvam Mailing address 2604 Luan Ct.	Email_	wendykva	am@qmail.com
Mailing address 2604 Luan Ct.		J	J
city <u>Columbia</u>	State_	Mo	Zip 65203
Signature Muly Warre			