

CURBSIDE COLLECTION SERVICE REPORTIF YOU WISH TO SPEAK TO CITY COUNCIL, **PRINT** YOUR NAME, ADDRESS, AND EMAIL.

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ADDRESS AND ZIP CODE

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Testimony to Portland City Council
Review and Renewal of Franchise System
December 5, 2012

Good afternoon Mayor Adams and Council Members. My name is Dave White. I am regional representative for the Oregon Refuse and Recycling Association. In that position, I work with the Tri-County Council, the local industry association that represents the city's franchised residential collection companies. My comments are on their behalf.

Portland haulers have been providing excellent collection service to the residents of the city for decades. They are proud that, in the City Auditor's Annual Community Survey, their customers have consistently rated the solid waste, recycling and yard debris collection service they receive as among the best city programs and services. It is very important to haulers that these services continue to be viewed by customers as excellent and that the city's collection program continues to meet their service needs.

When you decided to implement a new residential collection program, the Portland haulers assisted city staff with the pilot study and then worked hard to implement the program as efficiently and conveniently for our customers as possible. I testified at that time that your hauler-partners would work with staff and customers to assure the success of the new program.

^{Low income}
Some ~~e~~xamples: Haulers have worked with staff to develop a program that helps customers who needed additional garbage collection service due to medical needs. They have worked with staff to address the rise in contamination in recycling and compost carts. They have proposed changes in rate setting policies that reduce the cost of moving to a garbage cart that meets their needs. And, they will continue to work with staff to improve the program and increase customer satisfaction.

As reported today by the Bureau of Planning and Sustainability, the waste reduction and recovery results of the program are impressive. By that measure this program is already a success. But there is more to do.

The results of the recent auditor's survey show a 12% reduction in customer satisfaction with the new program. While the overall perception of the program is "very good" according to the staff report, that 12% reduction is significant. This needs to be addressed.

Haulers will continue to work with staff to help customers understand the value and benefit of the new program and educate them on the options available so they are able have their service needs met. In addition, we want to work with staff and city council to review the program and identify modifications that could be made to address customer concerns.

Please understand: Haulers support the program. But, they want to make sure it meets customer service needs and continues the history of excellent customer service.

Like I said, the report is good...but there is more to do.

Thank you and I am happy to answer any questions.

TERRY PARKER
P.O. BOX 13503
PORTLAND, OREGON 97213-0503

Subject: Testimony to the Portland City Council related to garbage service, December 5, 2012

When I grew up in Portland, once a week Jimmy the garbage man would come by, stop his truck in the middle of the street, pick up the garbage from up the driveways of two houses on each side, and then move on to the next group of four houses. Like most families in my neighborhood, everything was in one 32 gallon can. Occasionally – maybe six times a year – additional items would be set out on the curb for Jimmy, or sometimes a helper, to pick up.

In Portland, garbage service has gone the way of the family farm. Just like how food is being grown on large corporate grow farms, garbage is now being picked up by national corporate haulers. In addition to two huge 60 gallon clamshell containers along with a bin for glass; most households have some sort of garbage container that as a group, take up way too much storage or yard space. Additionally, the current system has tripled to quadrupled the number of garbage trucks on the road with each one traveling double the number of VMTs – wearing down city residential streets going up one side of the street and then down the other. There is no small business competition; and because garbage service is now a socially engineered government managed monopoly, the costs for service have mushroomed with less service for more money.

The results from the citywide auditor satisfaction surveys clearly demonstrate a decline and dissatisfaction with garbage pickup service. The every other week garbage pickup is unsatisfactory to a significant number of Portland households. In an attempt to straighten out this fine mess you have got us in, I suggest the following.

According to most of the people I have spoken with about their service, when specifically asked about the blue recycle bin, they have told me it is only half filled up or less during an average week. Given this information, the recycle bin for most households only needs to be picked up on a bi-weekly basis thereby allowing garbage service to again be picked up on a weekly basis using the same number of trucks and drivers as today. Additionally, this could provide a cost savings for customers in that it is highly likely a large number of households could then use or go back to using a smaller garbage can. I firmly believe this option provides better service and possibly at a lower cost for customers. I also believe it would be considerably more satisfactory and acceptable to more households than the current dictatorial scheme.

Finally, as a side note to this discussion, along with many businesses fleeing the City of Portland, I know of a number of people who have moved to Salem where rents are half of what they are here; and now commute to Portland thereby driving longer distances. With all the tax levies pushing up already high property taxes, new taxes such as the telephone tax and the unconstitutional head tax for art, excessive water and sewer rates, the plastic bag ban, other misaligned priorities and the anti-car/pay for on-street parking mindset combined with dictatorial special interest policy making all contribute and help to drive people out of the city seeking a less costly place to live. High rates for less than satisfactory garbage service only add to the high costs of living in Portland.

Respectfully submitted,

Terry Parker – Northeast Portland

Moore-Love, Karla

From: Evans Martin [evans7martin@gmail.com]
Sent: Tuesday, December 04, 2012 11:13 AM
To: Moore-Love, Karla
Subject: Annual Report on Curbside Composting

Dear Mayor Adams and City Council,

I wanted to take this opportunity to express my support for the City's curbside composting program. This has been a huge help in reducing my household's waste stream and keeping valuable materials that I am unable to safely compost at home from going to waste in a landfill.

Thank you all for your hard work and dedication towards making this city such an amazing place to live in.

Best regards,

Evans Martin
6325 NE Roselawn St.
Portland, OR 97218

sent from mobile account