

Written Testimony - Agenda Item 453/421

| Agenda Item | Name or Organization | Position | Comments | Attachment | Created |
|-------------|----------------------|----------------------|---|------------|------------------|
| 1 421 | Anonymous | Support with changes | Garbage service here has been getting worse over the years not better and yet our rates keep going up. Its ridiculous as an example that when garbage haulers miss a pickup do to accident or storm they dont come the next available business day but just come on the next scheduled pickup. Meaning customers arent even getting every service day they pay for in a year. Also garbage being picked up every other week is ridiculous we are one of a few cities that do this and it creates hardship. | No | 05/17/24 1:08 PM |
| 2 421 | Terry Parker | Oppose | <p>Testimony on Item 421; Revise solid waste and recycling rates and fees for franchised residential collection and the commercial tonnage fee, May 21, 2024 To Members of the Portland City Council,</p> <p>My bi-weekly garbage pickup service at my home is scheduled on Fridays. Because there are at times on weekends when I am out of town on Friday, I pay Waste Management an extra fee to come up my driveway instead of placing garbage container at the curb. With weekly service for recycle and yard debris, the same is not necessary because the containers are rarely full on a weekly basis. My next door neighbors who have a parallel driveway also have their garbage picked up from in front of the back of the driveway and set their recycle and yard debris at the curb necessary.</p> <p>In December Waste Management failed to pickup both my garbage and my neighbor's garbage. I called on that Friday sometime after I heard the truck go by, waiting on the phone for 30-45 minutes before talking to a customer service representative who said the truck would come back and pickup the garbage. The truck never came back.</p> <p>On Monday I called again waiting 30-45 minutes for a customer service rep who said a truck would come by later that day. Again it did not happen. I called a third time on Tuesday waiting 30-45 minutes for a customer service rep who then said a truck would be by on Wednesday to pick up the garbage. When the truck finally arrived, only my neighbor's garbage was picked up. I ended up disposing of the garbage in the full container another way.</p> <p>When I received the next bill for the garbage pickup service I deducted \$10.00 for the FAILURE TO PROVIDE A SERVICE and included a note with an explanation. Not only has Waste Management wasted my time by this failure, but they still want the \$10.00 for the service they did not provide.</p> <p>Is short, with this kind of crappy service, an increase in the fee structure for solid waste and recycling is unwarranted. The service is already over priced. As a footnote, I have a receipt from 1980 for monthly garbage service that was provided by a local small business man for the same home I live in. The cost for a single container of weekly garbage service was \$3.00 a month, and that was picked up from the driveway.</p> <p>Respectively submitted,</p> <p>Terry Parker Northeast Portland</p> | No | 05/21/24 2:10 PM |

Portland City Council Meeting
Wednesday, May 22, 2024 - 2:00 p.m.
Verbal Testimony

| Agenda Item | Name |
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| 1 421 | Kari McCullough |