

SULTAN CITY COUNCIL AGENDA ITEM COVER SHEET

ITEM NO: Consent C 3

DATE: January 14, 2010

SUBJECT: Utility Committee Issues

CONTACT PERSON: Laura Koenig, Clerk/Deputy Finance Director

ISSUE:

Issue before the Council is whether to credit extra garbage put out the first Thursday of December, 2009. The Council Sub-Committee met on December 29, 2009 to discuss the matter.

RECOMMENDATION:

The Sub-Committee recommends the City allow for one extra can of garbage for the first week of December for the Thursday garbage customers. Total number of extra cans was 96.

SUMMARY:

In September, 2009, the prior Tuesday garbage customers were changed to a Thursday pick up. In past years for a holiday week, the garbage would be picked up the following day (Wednesday).

This year for the Thanksgiving holiday, the Thursday pickup was on Tuesday and the Friday pickup was on Wednesday.

A large number of garbage customers were unaware of this schedule change, although it had been printed on the back of the November billing statement, on the web site and on posters at City Hall.

Staff has received several complaints regarding the schedule change and protests regarding charges for extra cans. There are 603 Thursday garbage customers – 96 of the customers put out extra garbage.

Staff requested direction on crediting those charges for extra garbage for those customers who put two cans out the first week of December.

The December holidays on the 24th and 25th will also have the revised pickup schedule. Staff placed a notice on each of the customers can during the second week of December to make sure everyone was advised of the change.