Program/Facility Nominated:
City of Tallahassee, Solid Waste Services

Contact Person Name & Title: Reginald Ofuani, General Manager

Address: 2727 Municipal Way

City, State, Zip/Province, Postal Code: Tallahassee, FL 32304

Phone #: (850) 891-5450 Fax #: (850) 891-5089 Email: reginald.ofuani@talgov.com

Nomination submitted by (if different than information listed above):
Name: Paul Hurst Phone #: (850) 891-5450 Email: paul.hurst@talgov.com

If selected for an award, how would you like the name of the organization to read on the award (limit of 50 characters)?
City of Tallahassee Solid Waste Services

2010 Applications must be submitted to SWANA no later than Friday, April 16, 2010

*** PLEASE NOTE THAT ENTRY REQUIREMENTS HAVE RECENTLY CHANGED ***
See the attached Entry & Eligibility Requirements sheet for further information

Application Checklist (Please make sure the following items are included in your submittal packet):
- Completed nomination form with signed release statement (this page), to be scanned and included in digital submission
- 1 copy of your award submittal on a CD-ROM OR via the SWANANET FTP site.
- Executive Summary of your nomination (NO more than 200 words)
- At least 2 pictures of your operation (may be included in nomination text)
- Check or credit card payment (made payable to SWANA) for nomination fee (in U.S. dollars)

Please mail all application packages to:

SWANA
ATTN: Technical Programs Department
1100 Wayne Avenue, Suite 700
Silver Spring, MD 20910

Release Statement: I certify that the information provided in this application is accurate and correct to the best of my knowledge. SWANA reserves the right to publish the enclosed information. Nominations become the property of SWANA. My signature gives SWANA the right to reprint or make available for purchase any portion of this submittal.

Signature: Reginald C. Ofuani Date: April 16, 10
2010 Communication Excellence Award

Executive Summary

The City of Tallahassee Solid Waste Services Department continually strives to promote recycling to our customers as an important means of resource conservation and waste diversion. Communicating this message can only be done successfully if our message reaches all customers and is easy to understand.

Due to operational changes made in the interest of logistical efficiency, it recently became necessary for the City to change some of our customer’s recycle and yard trash collection schedule. It is a given within the recycling industry that in order to maximize customer participation in any recycling program, it must be made as easy to recycle as it is to dispose.

With that in mind, the Solid Waste Services Department went to exceptional lengths to insure that the message to our customers regarding the impending change to their recycle service schedule was communicated clearly and with a variety of methods. Any confusion created by a poorly communicated service schedule change would certainly negatively impact our customer participation level and the volume of recycle material ultimately collected.

Our nomination will itemize the methods used to successfully communicate our message. The results were an exceptionally smooth service schedule change.
Solid Waste Association of North America
2010 Communication Excellence Award

City of Tallahassee
Solid Waste Services

Research /Planning:

This targeted communication effort was necessary in order to inform approximately 1200 residents in a specific neighborhood of an impending garbage and recycle collection service schedule change. This particular neighborhood was an upper-middle class “self-contained” style development that had experienced rapid growth to the extent that it had outgrown the capacity of the existing trucks and crews available to provide collection services to this neighborhood and the surrounding area. The number of new customers was easily documented in computer databases containing utility account records.

Prior to this communication project, previous service schedule changes were communicated by means of direct mailing to customers and in a newsletter that is included with all utility bills mailed out each month. This method had proven to be marginally adequate in the past, but there were always those customers that apparently “fell through the cracks” of these two methods and were caught by surprise when the service schedule change occurred.

Due to the nature of the neighborhood as described above, it was assumed that a high percentage of the residents would be relatively easy to communicate with by digital means. For this reason, both direct e-mail and information on websites were employed.

The goal of the communication effort was to be so complete in successfully getting the message through to every resident, that when the service schedule change occurred, there would be less complaint calls to the Utility Customer Service Center about missed service. And that is precisely what happened.

An addition metric to assess the success of our communication effort was recycle set out rates. Recycle setouts on collection day are counted monthly. After the service schedule change, there was no decrease in the recycle setout rates.

An obstacle we anticipated was “pushback” from residents who did not want to see their day of service change, for whatever reason they may have. To minimize their degree of objection, the Utility Customer Service call center and personnel answering customer calls in the Solid Waste Services Department were provided with “Frequently Asked Question” scripts. The script allowed our employees to provide more complete background information to the customers explaining the need for the change. Additionally, customer inquiries were consistently responded to with clear information.
Implementation / Execution:

The most critical and significant element in the planning phase was time. A successful communication program is not something that can be thrown together on short notice. Considerable time is needed to allow for incremental steps to be taken, with some time flexibility built in around each step in the process. In planning the new routes the trucks would travel as a result of the service schedule change, an outside consultant was used. Anytime a third party is involved in the process, considerable time needs to be allotted.

After planning the new routes and schedule, a multi media approach was used to communicate the proposed service schedule change. The methods of communication used are as follows:

During the month prior to the service schedule change:

- The customers were notified by way of a newsletter in their monthly utility bill. This notice included a website address they could visit and a phone number customers could call if they had any questions about the schedule change.
- Large banners were hung at all major entrances/exits to the target neighborhood announcing the service schedule change.
- The annual Customer Service Guides were mailed that included the new service schedule.
- Direct mail postcards were mailed to every customer in the target neighborhood.
- “Door hangers” were placed on every customers doorknob in the target neighborhood.
- Information was placed on the neighborhood Homeowners Association website.
- Residents received an e-mail “blast” from their Homeowners Association.
- A press release was published in the local newspaper.
- A public service announcement was aired on a local television station.
Results/Evaluation:

The customers in the target neighborhood responded as we had hoped. There was virtually no confusion during the first week that the new service schedule began. We allowed and advertised a two-week “grace period” during the transition. This allowed any customers who forgot to put their garbage or recycle barrels out on the new service day some time to make the adjustment to their routine.

For these few customers that did forget, if they called us we would go back out the next day and service their barrels. After the two-week grace period, if they did not place their barrels at curbside on the correct day of service, they would have to wait until their correct service day the following week to get service.

Success was measured in the following three ways:

- The change in volume in the number of calls to the Utility Customer Service call center from this neighborhood concerning garbage or recycle collection service. There was a slight increase noted. These were easily handled with the use of the FAQ script provided to call center personnel. In addition, after the two-week grace period call volume returned to normal.

- The change in the recycle setout rates in the months following the service change as compared to the months prior to the service schedule change. There was no significant change in monthly recycle setout rates.

- The number of return trips trucks had to make to the target neighborhood during the two-week grace period. There was a slight increase observed during the two-week grace period. This increase had been anticipated and planned for.
City of Tallahassee Utilities
SOLID WASTE SERVICES

Garbage and Recycle Schedule Change For Southwood

AND

Bulky and Yard Waste Schedule Change For Other Customers

Effective 02/01/2010
Upcoming Changes

The City of Tallahassee has approved Solid Waste Service (SWS) scheduling changes that will commence on February 1, 2010. This update affects 1,200 Southwood residents (garbage and recycling), 3,000 plus customers serviced on Blue Saturday and 23,000 other residential customers for bulky and yard waste (more than 1/2 of all solid waste customers). The changes have been made to make for the following reasons:

- Maximize efficiency
- Save fuel and conserve energy
- Eliminate Saturday pickup schedule
- Eliminate the purchase of additional trucks
- Provide capacity to keep pace with Southwood’s growth by changing their garbage and recycle service day to Wednesday.

The City is mailing postcards, placing information on SW website, utilizing Southwood’s methodology for communicating with it’s residents (website/ weekly email blast), and issuing a news release to inform those customers of the change (see attached document). Prior to the start date of February 1, 2010 you will receive calls from customers concerning the change. CIS will have those changes already uploaded into the system for ease in assisting our customers.

The City anticipates that customers will have questions regarding the schedule change about basic Bulky and Yard Waste issues as well as garbage and recycle in Southwood. Please read the material below to refresh your knowledge on these services.

Yard Waste

**Definition:** If it grows in your yard, it is yard waste:

- Grass clippings, branches, leaves, shrub trimmings
- Small Limbs (no larger than 6 feet long and 4 inches thick)

**Note:** It does not include water hoses, plastic pots, and lawn furniture.

**Placement:**

At the curb, one pile per household that is no larger than 6 feet long, 4 feet high, and 4 feet deep. It should be 3 feet away from obstacles such as shrubs, mailboxes, etc.
Special Considerations:

- Yard waste cannot be mixed with bulky waste or garbage for collection, because the three types of waste go to different places for disposal.
- Leaves, straw, and small twigs must be placed in bags or containers so they will not blow off the truck.

Pick-Up:

Once every other week at curbside. Review customer schedule for dates.

Bulky Waste

Definition:

Items that are too large for the black garbage container, and are not vegetative. This includes the following:

- Appliances • Lamps • Furniture • Mattresses • Plastic Pools
- Barbeque Grills • Bikes • Disassembled Swing Sets • Other similar items

Items that cannot be placed in Bulky Waste includes the following:

- Electronics and hazardous waste (due to hazardous components/heavy metals in electronics, they are not accepted at the landfill as bulky waste or at the transfer station as garbage)
- Household garbage, yard waste, tree trunks, tree stumps, dirt, and rocks
- Construction/demolition debris

Placement:

At the curb, one pile per household that is no larger than 6 feet long, 4 feet high, and 4 feet deep. It should be 3 feet away from obstacles such as shrubs, mailboxes, etc. In addition, do not place under low hanging wires or tree limbs. Items being lifted into trucks can cause damage.

Special Considerations:

- Bulky Waste cannot be mixed with yard waste or garbage for collection, because the three types of waste go to different places for disposal.
- Be sure that refrigerator doors are removed or place the unit door side down so children do not get trapped inside.

Pick-Up:

Once every other week at curbside. Review customer schedule for exact dates.
Garbage and Recycle

Customer Service Guide:

Please refer to the new 2010 Customer Service Guide for more details. All schedules have been updated to reflect the changes. The guides will be mailed to residents within the City limits by the end of January.

Customer Notification

Placed in the monthly INSIGHT – December’s Edition

SOLID WASTE SERVICES
Solid Waste Collection Schedules Changing for Some City Customers
New Collection Schedules Effective February 1

Effective February 1, some City Solid Waste Services customers will have new collection dates for their yard waste and bulky item pickups. Meanwhile, a small group of customers will see a change in their garbage and recycling collection dates, also effective February 1. Postcards are being sent this month to all impacted customers.

Information on the changes is available on the City’s website at Talgov.com/YOU. In addition, customers will receive their new Solid Waste Services Customer Guide and 2010 calendar this month. Revised collection days will be listed on the new calendar.

For more information please visit Talgov.com/YOU or contact Your Own Utilities by phone at 891-4YOU (4968).
Postcard Mailed to Impacted Customers

Effective the first week of February 2010, your bulky item and yard waste pickup day will change. Your garbage and recycling pickup day will remain the same. The new 2010 Solid Waste Customer Service Guide and calendar will be mailed before the end of January. Please be sure to peel-off your updated Red/Blue week bulky item and yard waste pickup schedule imprinted on the mailing label, and adhere to your tear-off calendar. For more information, please visit Talgov.com/YOU or contact Your Own Utilities by phone at 850-891-4YOU (4968).

Postcard Mailed to Southwood Customers

Effective February 1, 2010, the pickup day for garbage and recycling service will change from Friday to Wednesday. Bulky item and yard waste pickup will not change. The new 2010 Solid Waste Customer Service Guide and calendar will be mailed before the end of January. Please be sure to peel-off your updated Red/Blue week pickup schedule imprinted on the mailing label, and adhere it to your tear-off calendar from your new guide. For more information, please visit Talgov.com/YOU or contact Your Own Utilities by phone at 850-891-4YOU (4968).
Placed on Solid Waste Website
Bulky and Yard Waste Notification

WHEN DOES THE CHANGE TAKE PLACE?
The effective date for the change is February 1, 2010 (first week of February).

WHAT SERVICES ARE AFFECTED?
Your every other week Bulky Item and Yard Waste pickup day will be affected.

WHY IS IT CHANGING?
Solid Waste Services has adjusted collection schedules to make pickups more convenient for you and increase collection route efficiency.

HOW WILL THE CHANGES BE COMMUNICATED?
Information for affected customers is provided in the January issue of the INSIGHT (the utility bill newsletter insert). In January, postcards will be mailed to all impacted customers. In addition, customers will receive their 2010 Solid Waste Customer Service Guide and calendar with their updated Red/Blue week collection schedules printed on their peel-off mailing label.

HOW DO I PLACE BULKY ITEMS AND YARD WASTE AT THE CURB?

BULKY ITEMS
Bulk collection is for items that are too large to fit into your garbage barrel. Bulk waste cannot be mixed with yard waste or garbage. The maximum size for bulk piles is 6 feet long, 4 feet wide and 4 feet high.

YARD WASTE
Place clippings, straw, leaves, etc. in heavy bags or boxes. For shrubs and limbs, you may make one pile per household that is 6 feet long, 4 feet wide and 4 feet high. The maximum size for limbs is 6 feet long and 4 inches in diameter.

Place bulky items and yard waste clippings in separate piles at the curb by 6:30 a.m. on your collection day.
Placed on Solid Waste Website
Southwood Garbage and Recycle Notification

YOUR PICKUP DAY FOR GARBAGE AND RECYCLING IS CHANGING THIS YEAR.

WHEN DOES THE CHANGE TAKE PLACE?
The effective date for the change is February 1, 2010 (the first week of February).

WHAT SERVICES ARE AFFECTED?
The pickup/service day for garbage and recycling only will move from FRIDAY to WEDNESDAY.

WHAT SERVICES ARE NOT AFFECTED?
Your pickup/service day for bulky items and yard waste will not change and will continue to occur on Friday.

WHY IS IT CHANGING?
Southwood's growth has outpaced Solid Waste Services' ability to continue garbage and recycling collection pickups on Friday.

HOW WILL THE CHANGES BE COMMUNICATED?
Information for affected customers is provided in the January issue of the INSIGHT (the utility bill newsletter insert). In January, postcards will be mailed to all impacted customers. In addition, customers will receive their 2010 Solid Waste Customer Service Guide and calendar with their updated Red/Blue week collection schedules printed on their peel-off mailing label.

City of Tallahassee
Your Own Utilities

Talgov.com/YOU
850.891.4YOU (4968)
January Edition of the Insight

"Approximately 23,000 Bulky Item & Yard Waste Customers Solid Waste Services Pickup Schedule Changes Become Effective February 1, 2010"

WHEN DOES THE CHANGE TAKE PLACE?
The effective date for the change is February 1, 2010 (the first week of February).

WHAT SERVICES ARE AFFECTED?
Your every week Bulky item and Yard Waste pickup day will be affected.

WHY IS IT CHANGING?
Solid Waste Services has adjusted collection schedules to make pickups more convenient for you and increase collection route efficiency.

HOW WILL THE CHANGES BE COMMUNICATED?
Information for affected customers is provided in the January issue of the INSIGHT (the utility bill newsletter insert). In January, postcards will be mailed to all impacted customers. In addition, customers will receive their 2010 Solid Waste Customer Service Guide and schedule with their updated Red/Blue week collection schedules printed on their peel-off mailing label.

HOW DO I PLACE BULKY ITEMS AND YARD WASTE AT THE CURB?

BULKY ITEMS
Bulk collection is for items that are too large to fit into your garbage barrel. Bulk waste cannot be mixed with yard waste or garbage. The maximum size for bulk piles is 8 feet long, 4 feet wide and 4 feet high.

YARD WASTE
Place clippings, straw, leaves, etc. in heavy bags or boxes. For shrubs and limbs, you may make one pile per household that is 6 feet long, 4 feet wide and 4 feet high. The maximum size for limbs is 6 feet long and 4 inches in diameter.

Place bulky items and yard waste clippings in separate piles at the curb by 6:30 a.m. on your collection day.
January Edition of the Insight

"Southwood Residents Solid Waste Services Pickup Schedule Changes Become Effective February 1, 2010"

**SOLID WASTE**

Solid Waste Collection Schedules Changing for Some City Customers

*New Collection Schedules Effective February 1*

Effective February 1, some City Solid Waste Services customers will have new collection dates for their yard waste and bulky item pickups. Meanwhile, a small group of customers will see a change in their garbage and recycling collection dates, also effective February 1. Postcards are being sent this month to all impacted customers.

Information on the changes is available on the City's website at Talgov.com/YOU. In addition, customers will receive their new Solid Waste Services Customer Guide and 2010 calendar this month. Revised collection days will be listed on the new calendar.

For more information please visit Talgov.com/YOU or contact Your Own Utilities by phone at 891-4YOU (4968).

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**ARTICLE ABOVE PRINTED IN JANUARY 2010 ISSUE OF INSIGHT**

**WHEN DOES THE CHANGE TAKE PLACE?**
The effective date for the change is February 1, 2010 (the first week of February).

**WHAT SERVICES ARE AFFECTED?**
The pickup/service day for garbage and recycling only will move from FRIDAY to WEDNESDAY.

**WHAT SERVICES ARE NOT AFFECTED?**
Your pickup/service day for bulky items and yard waste will not change and will continue to occur on Friday.

**WHY IS IT CHANGING?**
Southwood's growth has outpaced Solid Waste Services' ability to continue garbage and recycling collection pickups on Friday.

**HOW WILL THE CHANGES BE COMMUNICATED?**
Information for affected customers is provided in the January issue of the INSIGHT (the utility bill newsletter insert). In January, postcards will be mailed to all impacted customers. In addition, customers will receive their 2010 Solid Waste Customer Service Guide and calendar with their updated Red/Blue week collection schedules printed on their peel-off mailing label.
DOOR HANGERS FOR RESIDENTS IN SOUTHWOOD

NOTICE

EFFECTIVE FEBRUARY 1, 2010
Your garbage and recycling pickup day will change from Friday to Wednesday.

There is no change for bulky item and yard waste pickup.

NOTICE

EFFECTIVE FEBRUARY 1, 2010
Your garbage and recycling pickup day will change from Friday to Wednesday.

There is no change for bulky item and yard waste pickup.
Banner Placed At All Entrances of Southwood

ATTENTION SOUTHWOOD RESIDENTS
EFFECTIVE FEBRUARY 1, 2010
YOUR PICKUP DAY FOR GARBAGE AND RECYCLING
WILL CHANGE FROM FRIDAY TO WEDNESDAY
BULKY ITEM AND YARD WASTE PICKUP WILL NOT CHANGE

City of Tallahassee
Your Own Utilities
Talgov.com/YOU 891.4YOU (4968)

Notification to Commissions & Internal Customers

This is to make you aware of some changes in Solid Waste service dates for a limited number of residential customers. The following customers will have their collection schedules changed effective Monday, February 1.

- SouthWood customers - garbage and recycling collection day will change from Friday to Wednesday (yard waste and bulky item collection day will not change).
- 26,000 customers throughout the city will see a change in their yard trash and bulky items schedule (garbage and recycling collection days for these customers will not change).

The changes are being made to provide more efficient service for customers. For example, ongoing growth in the SouthWood area, in addition to a busy schedule of collections on Fridays in a number of other neighborhoods, has been stretching the ability of Solid Waste staff to collect garbage and recyclables on a timely basis. In addition, we are changing the bulky and collection days for some residents because some of our "blue week" collections are requiring 10 to 12 hour days. Our "red week" collections, on the other hand, traditionally take 8 hours. We can smooth out those collection schedules and eliminate Saturday collection days altogether with the new approach. Collectively,
these changes allow us to achieve greater cost effectiveness, save fuel and energy, eliminate a current need for new trucks, and most importantly, provide better and more efficient service.

We are well aware that any change in collection dates is important to those affected in our community, and accordingly, Solid Waste Services has worked closely with Utility Marketing, Information Systems Services and Communications to notify all impacted customers of the collection schedule changes. A comprehensive plan was developed to inform the customers set to have their schedules changed and to provide pertinent information on the changes to all Utility Customer Service representatives, Solid Waste Services employees and Neighborhood Services/Citizen Liaison staff.

The outreach campaign includes the following:

- On Monday, 1/11, a postcard will be sent to every residential customer impacted by the February 1 changes outlining the specific change for each customer.
- Communications will issue a News Release to local media on Tuesday, 1/12, reminding customers to look for their post card and annual solid waste calendar (see next bullet point) that will include specific changes to impacted customers.
- The annual Solid Waste Services Customer Guide and Calendar will be mailed beginning Monday, 1/18, to all City residential solid waste customers - the calendar will include new collection day information for those customers impacted by the changes.
- A brief article alerting customers of future changes is included in this month's Insight newsletter - available in print, as an electronic attachment for SmartBill customers and online on Talgov.com.
- Utility Marketing staff will update the web presence on Talgov.com with details on the upcoming schedule changes.
- WCOT will broadcast announcements on the changes on the WCOT Message board, steering viewers to Talgov.com for more substantive information.
- The City's Neighborhood Services office is working with the SouthWood Home Owners Association (HOA) to place information in the HOA website, as well as send updates via email blasts to SouthWood residents.
- Utility Marketing staff has designed a banner to be placed at all entrances of the SouthWood community reminding them of the change. SouthWood HOA has agreed to place and remove the banners weekly until we determine that it is no longer necessary.
- Specific talking points will be provided to Utility Customer Services representatives at the Call Center so that they can answer any questions they receive.
- Solid Waste will drive the route on the previously scheduled day to collect from the customers that may not have received the information. For those customers, we will leave a note reinforcing the schedule change for those customers.

Please let me know if you need additional information.
Tallahassee Democrat News Release

FOR IMMEDIATE RELEASE: January 12, 2010

CONTACT: Regina Ofuani, Solid Waste Services General Manager, 891-5450;
or Bill Behenna, Communications Department, 891-8533

Solid Waste Schedule Changes Effective February 1
Collection Schedule Revisions to Result in Increased Efficiency

Effective February 1, 1,200 City of Tallahassee residential solid waste customers in SouthWood will have their garbage and recycling collection days changed from Friday to Wednesday. The change will provide more efficient and cost effective service delivery to the rapidly growing SouthWood community.

Also effective February 1, approximately 3,000 residential customers serviced on Blue Saturday and 23,000 other residential customers throughout the city will have their yard waste and bulky item collection days changed. Revising yard waste and bulky item schedules will enhance the efficiency of the overall solid waste operation by eliminating the current Saturday collection day for northwest residential customers.

To inform customers of the schedule changes, the City will mail a postcard to all impacted customers this week. The annual Solid Waste Services Customer Guide and Calendar will also be mailed to City residential solid waste customers, beginning next week. The calendar will include new collection day information for those customers impacted by the changes. Details on the changes will also be available on the City’s Talgov.com website. SouthWood residents will also be notified of their collection day changes via an email update from their Homeowner’s Association (HOA) and information on the SouthWood HOA website.

Once again, the following solid waste schedule changes will take effect on February 1.

- SouthWood customers - garbage and recycling collection day changes from Friday to Wednesday (yard waste and bulky item collection day for SouthWood customers will not change).
- Approximately 23,000 residential customers throughout the city - yard waste and bulky item collection day changes (garbage and recycling collection days for these customers will not change).

For more information, please visit Talgov.com/YOU or contact Your Own Utilities by phone at 891-4YOU (4968).

###
SOLID WASTE SERVICES
YARD / BULK WASTE PICK UP
AND SCHEDULE CHANGES

Yard & Bulk Waste Pickup
Schedule Changes

Below are questions residents in Southwood may have regarding Solid Waste Services schedule changes for picking up recycling material and garbage. In addition, residents impacted by the rerouting of Bulky and Yard Waste pickup may have questions. These changes will be effective February 1, 2010. Further questions may be directed to 891-4YOU (4968).

“Frequently Ask Questions”

The FAQs is to provide awareness to the change in Southwood’s schedule of services and the reroute of Bulky and Yard Waste collection for approximately 23,000 customers.

What changes are taking place?
The reroute of bulky and yard waste collection will change the scheduled pickup day for approximately 23,000 customers. In addition, the service day for garbage and recycling will move from Fridays to Wednesday for all residents in Southwood.

The service day for bulky and yard waste collection in Southwood will not change, it will continue to be on Fridays.

When will the changes occur?
Both the postcards and the Customer Service Guide will have the correct service day schedule on them when they are mailed. The changes will be implemented on February 1, 2010. Multiply forms of notification are used to allow customers time to adjust to the new schedules.

How will the change be communicated?
Customers in Southwood will receive a postcard informing them of the change during the first week of January 2010. The other impacted citywide residents will receive an informative postcard during the second week of January 2010. Customer Service Guides will be mailed to all customers during the third week of January 2010. In addition, there will be a news release providing information on the schedule change the week of January 11, 2010, and information placed on our website. Solid Waste is also working with Southwood’s Homeowner’s Association (HOA) in an effort to utilize their method of communicating with their residents to get the word out about the schedule change.

What are the changes to the service?
All Southwood residential garbage/recycling customers pickup schedule will be moved from Fridays to Wednesdays. Their bulk and yard waste schedule will not change. In addition, other customer outside of the Southwood area will see changes to their schedule for bulky and yard waste collection services.
Why the change?
The changes represent the residential growth in Southwood. It is consistent with the
City’s objectives to conserve energy by maximizing efficiency. Southwood’s growth will
soon out pace the City’s ability to continue to provide garbage and recycling service to
customers in that area on Fridays. To maximize efficiency, residents in Southwood
scheduled day of service for garbage and recycling will move from Fridays to
Wednesdays. Additionally, other customers outside of Southwood that are currently
serviced on ‘Blue Saturday’ for bulky and yard waste collection will be eliminated.
Changing service schedules will eliminate the ‘Blue Saturday’ service. The customers
that were serviced on ‘Blue Saturday’ will be serviced during the week. It will also allow
the city to conserve energy by efficient rerouting of the bulky and yard waste collection
services.

What if a customer requests to keep their current day of service?
The City determines the day of service based on the quadrant of the city the residents is
located. If may not be possible to keep their current day of service.

What are the advantages of this change?
It will allow the city to conserve energy by efficient rerouting of the bulky and yard waste
collection services as well as keep pace with the growth in Southwood.

Will there be another day of service change if Southwood continues to grow?
As customers increase, the routes will be evaluated to determine the efficiency of
collection.

When is my pickup day, is my garbage, recycling and yard waste the same?
Southwood residents
Garbage and recycling will move from Fridays to Wednesdays for all residents of
Southwood. Their bulky and yard waste pickup day will remain on Fridays. No other
residents will see a change in their garbage and recycle schedule.

Citywide residents
Customers impacted by the bulky and yard waste reroute will receive a postcard during the
first week of January and the Customer Service Guide mid January indicating their
designated day of service. If you did not receive the postcard or Customer Service Guide,
please provide us with your current address.

Customer pickup day? Will a customer garbage, recycling and yard waste collection
days be the same?
CSRs, you will navigate to the “Refuse Service Agreement” and click on the “Schedule”
tab to obtain information on a customer pickup day.

Solid Waste Service change complaint resolution(s):
- All customer complaints entered in CIS prior to 4:00 p.m. will be handled the
  same day. (assigned to SWS)
- All complaints entered after 4:00 p.m. will be handled the next business day.
  (assigned to SWS)
Emergency situations will be handled as necessary. Trucks will go back to pick up missed services on the same day for the first 3 weeks after the SWS service change effective date of February 1, 2010. (assigned to SWS)
Escalated complaints will be handled as emergency situations. (assigned to SWS)

**How will the CSR handle missed collection service?**
CSRs will navigate to the “Refuse Service Agreement” and click on the “Schedule” tab to obtain information on a customer pickup day.

After reviewing the customers scheduled pickup day, and it is determined to be a “missed collection”, the CSR will then apply the SWS guidelines already in place.
(IE. Generate the appropriate “Field Activity Type”)

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***Utility Customer Services do not add any field activities on commercial account or discuss schedules/options in great details. These types of inquiries should be forwarded to Callback SWS.***

****Solid Waste****
Customer calling the 891-4YOU (4968) has the option of following the prompts of:
- Trash and Recycling, Press 3
- Calling about Business, Press 2
- Trash and Recycling information, Press 1
- CSR will then handle customer call