

From: [Mary Boler](#)
To: [Hageman, Kris \(CI-StPaul\)](#)
Subject: RE: Coordinated Garbage Collection
Date: Monday, September 17, 2018 8:58:00 AM
Attachments: [image003.png](#)
[image004.png](#)
[image005.png](#)

Kris,

Sorry this left my mind, the cart number is 0818824576

Thank you,

Mary Boler

From: Mary Boler
Sent: Thursday, August 23, 2018 1:22 PM
To: Hageman, Kris (CI-StPaul) <kris.hageman@ci.stpaul.mn.us>
Subject: RE: Coordinated Garbage Collection

I'll get the cart number when I get home.

Yes, please have the three recycle bins taken. Regarding moving the carts to the alley, there is really no room for them to stay there long term. Could you give me an idea when they will be picked up, then I could move them to the front of the garage that day.

Thank you,

Mary Boler

From: Hageman, Kris (CI-StPaul) <kris.hageman@ci.stpaul.mn.us>
Sent: Thursday, August 23, 2018 10:05 AM
To: Mary Boler <mboler@mplspha.org>
Subject: RE: Coordinated Garbage Collection

Hi Mary,

Thanks for letting us know about the extra cart. Before I put in a request for removal, I am wondering if you would have a chance to take a look at the 64 G cart and give me the serial number (white numbers on front). The cart may belong to a neighbor and just not placed in the correct spot.

I also checked on the work order for your recycling cart removal. I have reentered the request. **Do you now want 3 carts removed?** Please move the carts out to the alley best you can. Eureka will not move other carts or get into this storage area (below) to grab the carts. I would anticipate this work being done next week.

Thanks, Kris

From: Mary Boler [<mailto:mboler@mplspha.org>]
Sent: Thursday, August 23, 2018 8:58 AM
To: Hageman, Kris (CI-StPaul) <kris.hageman@ci.stpaul.mn.us>
Subject: RE: Coordinated Garbage Collection

Hello Kris,

Please see below, the new garbage carts arrived yesterday and the recycle bins have not been picked up, they are still behind the garage. I've added another recycle bin for pick up since we really only need one. See the highlights in previous e-mails.

I ordered 1-96 gallon cart and 3-35 gallon carts. But 5 carts were delivered, 1-96, 3-35, and 1-64. Please have the 64 gallon cart removed.

If you could please give me a timeline for this happening, so I know when to contact you again if the bins have not been removed.

Thanks for your help,

Mary



Thank you,

Mary Boler

From: Hageman, Kris (CI-StPaul) <kris.hageman@ci.stpaul.mn.us>

Sent: Thursday, June 28, 2018 9:34 AM

To: Mary Boler <mboler@mplspha.org>

Subject: RE: Coordinated Garbage Collection

Mary,

I apologize for the delay in responding to your additional questions. Please see below.

Your cart request has been processed. You will receive detailed information from the City in early August letting you know who your designated hauler will be. Carts will be delivered between mid August and the end of Sept. You will receive the first invoice from your new hauler early Sept. Begin using the new carts Oct. 1.

If you have any additional questions, please let me know. Kris

From: Mary Boler [<mailto:mboler@mplspha.org>]
Sent: Friday, June 01, 2018 8:10 AM
To: Hageman, Kris (CI-StPaul); Thao, Kayla (CI-StPaul)
Cc: Yang, Kou (CI-StPaul); Caroline Yang; Catherine Denison Grotenhuis; Claudia Hungs; Dot Anderson (rodotla1@msn.com); Ellen Morrow ; Judith Altobelli; Karen Sprattler; Libby; Libby Keefe (lkeefe@dfi.org); Mary Boler; Maureen Grau; Tisha
Subject: RE: Coordinated Garbage Collection

Hi Kris,

You were working late. Thanks for responding.

It sounds like the concerns of the haulers were taken into consideration but as a rental property owner, I was not asked or informed about a change that significantly impacts me. I only remember receiving a questionnaire asking if I would be in favor of coordinated pick-up. I'm wondering how is having every household in the city be required to have a bin "maintaining market share" as stated by Kayla below? Seems to me that the total "market share" was actually increased and not insignificantly.

I am still a little confused. The post card was sent to "property owner/current resident"

It asks to complete a box indicating if I'm the owner or a tenant
Then asks me to pick a size.

So, did the tenants also get cards? **Tenants did not receive the PostCard for cart selection. Property owners were responsible for choosing the cart size(s).** If so did they already pick the size of cart they would like? Are they then going to be billed separately for their choice, or will I be billed for all 4 carts? **As the property owner, you will receive the invoice and are responsible for payment.** The answers to these questions would inform the choice I make as to bin size.

As I said below, I am all for the coordinated pick-up. But there are many shortcomings to this program. I currently have a capacity of 190 gallons per week for \$31.00, the cheapest option available would be every other week pickup for \$81.12 (who wants garbage to sit for 2 weeks) which would give me a capacity of 70 gallons per week. 37% of my current capacity for over 2.5 times the cost, that makes no sense.

So if **I am being billed** here is my selection:

3-35 gallon bins and 1-95 gallon bin, picked up each week. This will give me a bit more than the current capacity and cost \$104.47 per month only 3.35 times my current cost.

I still don't know where all these bins will go, the three small bins will likely be taken out of service and placed behind my garage.

I'm wondering what will happen to the current bins? Are they going to the landfill? **Carts in good**

condition will be repurposed and used in other communities for those haulers that service residents in other cities. Carts that are at the end of their lifecycle will be recycled. A small number of VERY old carts pose difficulties for recycling based on their mixed material composition – these will be landfilled.

Yes, please have the un-used recycle bins picked up, they are behind the garage. **Work order placed. I am hopeful this has been taken care of.**

My address is 586 Lincoln Ave.

I've copied some of my neighbors, as we had a long discussion about this at book club last night. Two of my neighbors are also multi-family owners and are upset by the needless increase in costs/number of bins. One of my single-family home neighbors had already called the council member and the mayor, unbeknown to me, concerned about all the bins that will be on my property and the properties of other multi-family owners in the neighborhood, which will likely take up space in the alley. The other neighbors had very mixed reviews or didn't even know about this program. I'm sure the city council and mayor will continue to hear complaints.

Sorry to complain to you, as you likely were not involved in this decision and are trying to do your job.

Thank you for your help,

Mary Boler

From: Hageman, Kris (CI-StPaul) <kris.hageman@ci.stpaul.mn.us>
Sent: Thursday, May 31, 2018 11:16 PM
To: Thao, Kayla (CI-StPaul) <kayla.thao@ci.stpaul.mn.us>; Mary Boler <mboler@mplspha.org>
Cc: Yang, Kou (CI-StPaul) <K.Yang@ci.stpaul.mn.us>
Subject: Re: Coordinated Garbage Collection

Good evening Mary,

I echo Kayla's response to you. She has presented the new plan and history well.

We understand that the post card was not laid out well for multi-unit property owners to respond using that option. Sorry for the inconvenience.

I am happy to assist you in selecting the cart sizes for your 4 plex property. It will be easiest to work with you directly at this point.

Feel free to respond to me directly with your information or if you have additional questions.

Please provide:

address-

4 cart sizes

where trash is currently collected (alley, curb in front of home, curb on side of home).

In regards to the extra recycling carts you mention are not in use but still on your property, I can place a work order for those to be removed. Please let me know if you would like me to place that request.

Thank you, Kris

Recycling Programs Manager

651-266-8866.

From: Thao, Kayla (CI-StPaul)
Sent: Thursday, May 31, 2018 11:06 AM
To: Mary Boler
Cc: Yang, Kou (CI-StPaul); Hageman, Kris (CI-StPaul)
Subject: RE: Coordinated Garbage Collection

Mary,

I understand that unlimited space to place these bins are also an issue to many residents. I know this can be quite frustrating and I wished that we can do more at this time. However, we will take this into consideration once the program rolls out and hopefully find a solution to resolve a lot of the concerns.

However, we are on a deadline and your cart selection must be selected by tomorrow, June 1st so you can get the size you want. I believe that you can select as many 4 carts as you are required to get. I am copying our Public Works so they can better assist you with this portion. I'm also providing you with the on-line cart selection at www.cartsize.net in case if you don't already have it.

Thanks for your patience!

Best,

Kayla Thao
Executive Assistant to
Councilmember Rebecca Noecker
Office of City Council-Ward 2
15 West Kellogg Blvd. Suite 310B



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kayla.thao@ci.stpaul.mn.us



Making Saint Paul the Most Livable City in America

From: Mary Boler [<mailto:mboler@mplspha.org>]

Sent: Thursday, May 31, 2018 10:20 AM

To: Thao, Kayla (CI-StPaul)

Subject: Re: Coordinated Garbage Collection

Kayla,

Thank you for the response. I have heard and understand the history. I have been reading many forums on this issue and it appears that owners of multi-unit properties were not well informed of the impact on our service. The money is one part of it, and I do have the option of passing that cost on to the renters, but I don't have space for more bins. 4 large recycling bins were delivered a while back. I have placed 2 of them out of service behind my garage, because there is no room for them by the alley, I see the same happening with these trash bins.

I also it is not clear in signing up, either on the phone or on line, if I am signing up for 4 bins, I have heard I would be able to sign up for different sizes but there is no way to do that and no way to talk to a person, it is very frustrating.

From: Thao, Kayla (CI-StPaul) <kayla.thao@ci.stpaul.mn.us>

Sent: Thursday, May 31, 2018 9:55:38 AM

To: Mary Boler

Subject: RE: Coordinated Garbage Collection

Dear Mary:

Thank you for taking the time to share your comments about the new coordinated garbage collection service.

First of all, thanks for sharing the history with us! We've been hearing from many owners of multi-unit properties who have concerns about this requirement for the cost. I completely understand that this is frustrating! I know this will be a burden as this will be costly to owners and residents, especially with tenants who are on a fixed income, as you mentioned. Therefore, I'm providing you a history of the organized collection process a year ago.

When we initiated, one of the concerns we heard most repeatedly from constituents was their desire to keep our 15 local garbage haulers in business. Had we gone straight to a Request for Proposals, we would have been able to set our own terms for price, service, etc but that would have resulted in one company (likely a large one) winning the bid and the others going out of business.

Instead, we embarked on a year-long contract negotiation process with all 15 haulers and as a result, we had to compromise on some of the aspects that many of us would have liked to see, such as an opt-out option, lower prices for smaller bins or a "per property" vs "per unit" plan such as we have now. They pushed for lower prices throughout the process and the current pricing is as low as we were able to go and reach universal agreement among the haulers.

Requiring each unit to have a cart, rather than each property, was in part due to haulers' concerns about retaining their current market share. Each hauler is being assigned a new geographic area of the city that contains a number of properties that is equivalent to that hauler's current market share in the city. The concern was that if a hauler's area contained many multi-unit properties, and those properties all consolidated their trash into fewer bins, that hauler might actually be losing market share compared to its current position.

That said, this is not an ideal place to be and CM Noecker wants to see what she can do to change it. As you can imagine, initiating any citywide program like this is extremely complicated. We are on a tight timeline to get the carts ordered by **June 1st** so that they can be deployed in Aug-Sept. and have the new program start on time on Oct. 1. Any changes at this point would require reopening the contract, which CM Noecker probably wouldn't have the support of her colleagues, staff or the haulers.

However, CM Noecker is committed to working with her colleagues and Public Works to determine a process that will allow multi-units to "right-size", once organized trash has begun and the initial bugs have been worked out. We're not sure what this would look like, but we know that we can't wait until this contract is up in five years to make the program work better for residents.

Thank you again for getting in touch on this issue and please let us know if you need anything else.

Best,



Kayla Thao
Executive Assistant to
Councilmember Rebecca Noecker

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From: Mary Boler [<mailto:mboler@mplspha.org>]

Sent: Friday, May 25, 2018 12:28 PM

To: #CI-StPaul_Ward2

Subject: Coordinated Garbage Collection

I'm sure you have heard many complaints about the city wide coordinated garbage collection. Sorry to add my complaint. While I think coordination is a good idea, I have concerns. I own a 4-plex and currently pay for the garbage collection for all the tenants. I have 2-95 gallon bins picked up weekly at a total cost of \$31.00 per month. It is my understanding that now, each of the 4 apartments will require a bin, using the smallest bin weekly pick-up it will cost \$93.76 per month, I understand that that cost will likely be borne by the tenant, however, their lease indicates that I will pay for the garbage collection. I also understand that this cost also includes 3 bulk items per year, but in the 30+ years I've owned this home, I could count on one hand the number of times there have been bulk pick-ups. I also do not have room for 4 bins + the 2 recycling bins currently in use, how will this issue be resolved?

Another situation, my mom and her sister each rent 1 side of a duplex and currently share a container, now they will be forced to have 2 containers that won't even be half full. They are on fixed incomes and the additional cost is not insignificant.

Looking forward to your reply.

Thank you,

Mary Boler