



MEMORANDUM

To: Administration/Public Works Committee Members

From: Rick C. Brown, Director of Public Works / City Engineer

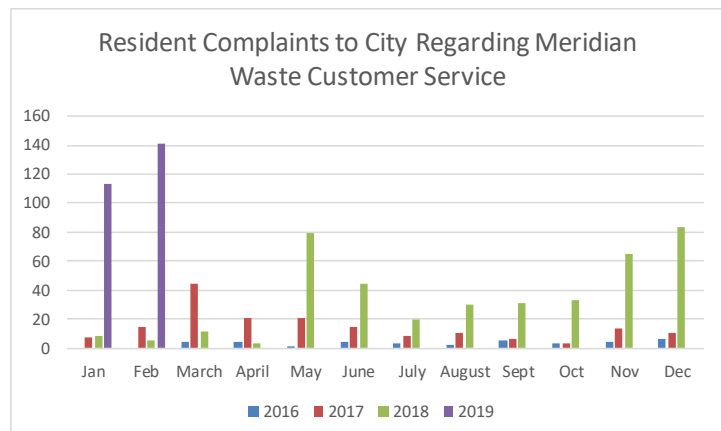
Date: March 4, 2019

Re: Meridian Waste Services - Update

Resident Complaints Regarding Service

Provided below is the summary of resident complaints received by City staff regarding Meridian Waste service. As can be seen, for the month of February the resident complaints totaled 141, which was greater than January.

Resident Complaints to City Regarding Meridian Waste Service				
Month	2016	2017	2018	2019
Jan	-	7	8	113
Feb	-	15	5	141
March	4	44	11	
April	4	21	3	
May	1	21	79	
June	4	15	44	
July	3	8	20	
August	2	10	30	
Sept	5	6	31	
Oct	3	3	33	
Nov	4	13	65	
Dec	6	10	83	
Average	3.6	14.4	34.3	



Additional Bin for Dual Stream

Meridian will be placing the additional containers for residents to use to sort their recyclables into dual-streams beginning the week of March 4th. They expect this work to take about 2-3 weeks to complete, depending on weather. The new container will have a sticker which identifies it as a “Fiber” container and Meridian will be attaching a “Rigid” sticker to all existing containers. We have a supply of stickers available at City Hall for residents if needed. Examples of the stickers follow:

The collage contains the following elements:

- FIBER Recycling Cart Instructions:**
 - ONLY these items should be in this cart:** MIXED PAPER, CEREAL BOXES, CORRUGATED CARDBOARD, MAGAZINES & NEWSPAPERS.
 - Do NOT include these items in this cart:** PLASTICS, GLASS, CANS, PIZZA AND JUICE BOXES, STYROFOAM.
- RIGIDS Recycling Cart Instructions:**
 - ONLY these items should be in this cart:** PLASTICS (Clear or Non-Black, Label #s 1, 2, 3, 5 & 7), TIN CANS, ALUMINUM & STEEL CANS.
 - Do NOT include these items in this cart:** STYROFOAM, GLASS, FIBER (See Fiber cart list), BLACK PLASTICS, PLASTIC BAGS, FOOD PACKAGING.
- WILDWOOD Recycling Feedback Tag:**
 - ATTENTION DATE: _____
 - ADDRESS: _____
 - To Our Recycling Customer, Our Meridian Waste team stopped by earlier to collect your recycling, but we ran into a problem. Good news is, it's easy to fix!
 - Please correct the problem listed below before our next visit.
 - Problem:
 - Item not included in recycling program
 - Garbage mixed with recyclables
 - Yard waste mixed with recyclables
 - Incorrect pickup day (please see your pickup calendar for RIGIDS/ FIBER)
 - COMMENTS: _____
 - For More Information:
 - Collection Guidelines: MeridianWaste.com/Wildwood
 - Recycling Collection Calendar: MeridianWaste.com/WildwoodCalendar
 - Questions? Call (314) 291-3131 ext. 2432 to reach the dedicated Wildwood Customer Care Agent, or email CustomerCareMO@MeridianWaste.com.

Exhibit 1

Recycling Feedback Tag

After the switch to dual-stream, Meridian is proposing to mark recycling containers with a tag, which will provide the customer with feedback concerning any non-compliant contents. A copy of the tag is shown as **Exhibit 1**.

Public Relations / Education Effort

Mail

Our 2-page letter was mailing and reached 10,850 homes by February 22nd. We are working on another mailing, which would be a post card, to arrive before April 1st.

Social Media

Debbie Ward, with Silver Tablet Marketing, has developed an extensive social media campaign which began on February 14th and will continue until May. The campaign, which includes postings on Facebook, Twitter and Instagram, provides information regarding the switch to dual-stream recycling, as well as tips to recycle responsible and reduce contamination.

St. Louis – Jefferson Solid Waste District Grant

We were recently notified that our application for financial assistance to purchase and supply additional recycle bins to residential customers was successful. We were awarded \$25,000 and are considering the purchase of smaller recycle bins, around 20-gallons in size.

I will be available to address any questions or concerns regarding this information at the March 5th meeting of the Admin/Public Works Committee.

RCB