



WILDWOOD

MEMORANDUM

To: Administration/Public Works Committee Members

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

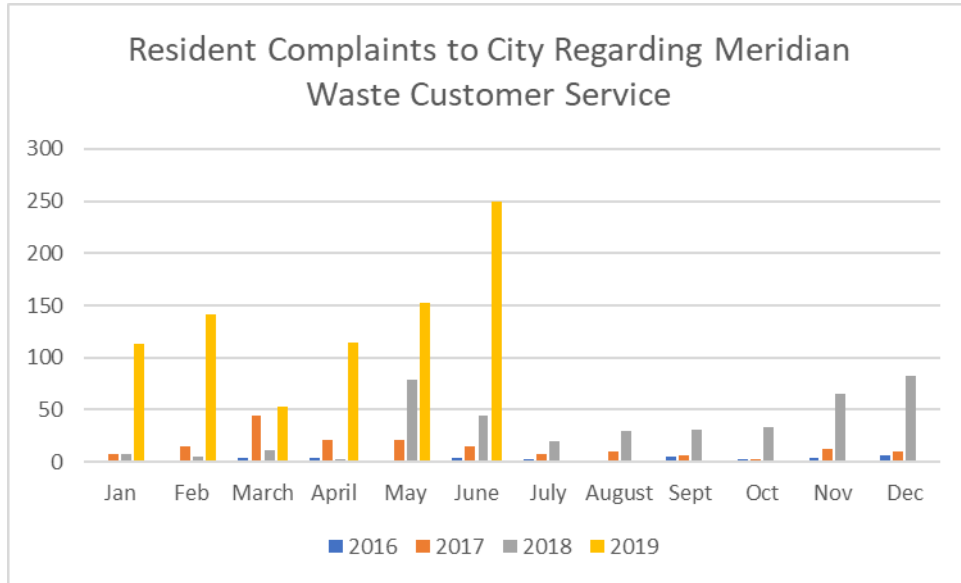
Date: July 3, 2019

Re: Meridian Waste Services - Update

Resident Complaints Regarding Service

Provided below is the summary of resident complaints received by city staff regarding Meridian Waste. This update, which includes the month of June, again shows a significant increase in complaints. Unfortunately, Meridian's customer service has continued to decline. We are hopeful that the complaint volume will reduce during the month of July, as Meridian will not be providing service to the City of Florissant beginning on July 1st. While the data indicates a significant amount of calls to City Hall, Meridian has provided an on-street supervisor to Wildwood, and that individual has been aggressively addressing complaints as they are forwarded to his attention.

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	53
April	4	21	3	114
May	1	21	79	153
June	4	15	44	249
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	137.2
Totals	36	173	412	823



Waste Connections Transition

Waste Connections is making good progress with the transition to starting service on August 1st. They have taken delivery of their new trucks and are training new drivers. As of this date, two mailers have been sent to residents, with a third planned for July 15th. The Waste Connection call center staff for Wildwood will be open for calls on July 15th.

RCB