

Waste-Pro: Trash Pickup Problems & Solutions- Commissioner Ben Ku

Residents in the Mountain Park Community reported problems with Waste Pro's service (including garbage, recycle & yard waste) on the Lilburn Life and Nextdoor web groups. In advocacy for this community, I sent a copy of these threads to Commissioner Ben Ku. He responded via text messages, and then posted 2 separate newsletters addressing the nature of the problems and the proposed solutions. I have condensed these correspondences with Commissioner Ku below. Contact info for reporting problems is highlighted in yellow.

*[NOTE: To receive **News & Events in District 2 with Commissioner Ben Ku**, as well as other Gwinnett County News Alerts, this link will take you directly to the signup page:*

<https://visitor.constantcontact.com/manage/optin?v=001nFupVrVrNd7OZW0FXLz3EC5xuhwXyfvZ>]

Thank you for being an active member of the Lilburn-Mountain Park Community,

Kate Pittman, President MPCA

<https://www.mountainparkcommunity.us/contact-us>

Commissioner Ku's text message sent to Kate Pittman March 17, 2021:

Hello!

Thank you for reaching out to my office regarding your service issues. I understand your concerns as I too am frustrated with the missed and late pickups in my own neighborhood.

The 10-year contract with the waste haulers was entered into prior to my taking office. Last year, the haulers presented to the board their need to increase our service fees and reduce the list of things that could be recycled. Due to the issues we've been facing, I attempted to table the contract amendments so that we could have more public input knowing the frustrations we've all had, however, my motion to table was not even considered by the (previous) chair and all other board members voted for the increased fees despite my objections.

Three of those board members are no longer on the board and I have been working on finding more ways to hold the haulers accountable and require them to be more transparent and alert us and the residents as soon as they know there will be misses, but I share your frustration in the meantime of having repeated missed and late pickups. I am also working to form a sustainability commission that may be able to address some of these issues and create a public forum for more open discussions.

As frustrating as it is, I would strongly encourage you to **continue to report any service issues to our Solid Waste Department, by calling 770-822-7141 or emailing gcsolidwaste@gwinnettcounty.com** The Solid Waste Department was established to help with any service issues and track them so we know how many misses, etc. so that we can issue additional fines to the waste haulers under the amended contract. You should have more success reaching out to GC Solid Waste than you would have reaching out to Waste Pro directly.

It is not what I would have wanted, but it is unfortunately the only mechanism available to us right now.

In a follow-up text he said: *"If not, we will have to go about finding someone else and finding them in breach of contract which is going to be a lengthy process and we don't want people to go without service entirely while that's being dealt with."*

March 22, 2021



Hello Kate,

The purpose of this special edition of my newsletter is to let you know that the County is aware of service issues impacting Waste Pro customers. Waste Pro is the solid waste and recycling hauler that serves customers in southwest Gwinnett.

We greatly appreciate your patience and will continue to provide regular updates from Waste Pro, like the one below, about how they are addressing service issues.

For additional assistance, you can contact Waste Pro at 770.451.9395. You can also contact Gwinnett County Solid Waste Management at 770.822.7141 or GCSolidWaste@GwinnettCounty.com.

Waste Pro update

Waste Pro has brought in additional support staff to assist in route coverage. Last week, all routes were covered and ran on the correct days with the exception of the yard waste routes, which were completed by Saturday.

Locations that have reported a missed service over the last few weeks are being addressed and double checked by separate back up crews. Then service completion is reported back to Gwinnett County staff.

Waste Pro has also launched a hiring and training campaign to address the industry-wide labor shortage that contributed to delayed service. Waste Pro is also analyzing and adding extra permanent routes to the county to reduce the number of homes on each route and improve service.

March 29, 2021- News & Events in District 2 with Commissioner Ben Ku

Waste Pro update

Current routes status: Regular trash routes have been running on schedule, but they are still scheduled to be rerouted to add additional trucks. New routing is projected to start in May. Yard waste routes are running on schedule again at this time. Recycle routes have had some areas of delayed collection, but have been recovered quickly. Recycle routes are also being rerouted for better coverage; new recycle routes are expected to start within two weeks.

Missed collections info: Call volume for service issues has declined, signaling that things are progressing. Waste Pro is also installing dedicated staff members to the County to address the backlog of noted requests already in the system.

Staffing and labor shortage: Waste Pro is working to address the labor shortage that has impacted service. Waste Pro has several people in the process of orientation and training. Target for full staffing is projected at two weeks; however, corporate and extra support staff will remain in place through that process.

Ben Ku, District 2 Commissioner
Gwinnett County

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