



Minutes  
Committee #4

Recycling, Computerization, Building, and Intergovernmental Services

Committee #4 met Wednesday, January 14, 2015 at 8:30 am in the City Hall Council Chambers, 30 West Central Street, Chippewa Falls, WI.

Council/Committee Members present: Chuck Hull, Mike Hanke, Rob Kiefer, Amy Mason, George Adrian, Edward Martin, and Mayor Greg Hoffman.

Others present: Chippewa County Recycling Coordinator Renee Yohnk; Jim Paterick, Barb Paterick, and George Lee of Normacycle; Police Chief Wendy Stelter; City Attorney Robert Ferg; and City Clerk Bridget Givens.

The meeting was called to order at 8:30 am.

**1. Discuss recycling program feedback and resident concerns. Possible recommendations to Council.**

Councilor Hull opened by stating that Normacycle has had the contract for recycling in the City for about 10 years. He thanked Mr. Paterick for his service and indicated he is confident in his ability to perform the job. Recently though, there has been an increase in the number of complaints received.

Currently, complaints are registered through Renee Yohnk at Chippewa County and compiled into a call log. The log is provided to Normacycle for follow-up, and Mrs. Paterick attempts to resolve each complaint. Based upon recent call logs, it has appeared that cardboard is a prominent problem. Normacycle also indicated the containers are being piled too high and overflowing, and there are always ongoing concerns of non-recyclable materials being mixed with the recyclable. Councilor Hanke stated there is nothing in the contract requiring citizens to bundle and cut the cardboard down to 2x2 squares, it is a guideline in the pamphlet.

Discussion then ensued regarding notices being left behind so individuals understand why their recycling is not being picked up. As communication has been identified as an issue, it is imperative the notice be descriptive enough to rectify problems but simple enough to be easily understood. Normacycle will revise the notice.

Councilor Mason indicated that mistreatment of citizens would not be tolerated, stating further that we met about this in August and the issues should be improving, not getting worse.

Overall issues for improvement were discussed including:

- deferring calls/questions to the individual working with Mr. Paterick to facilitate communication;
- picking up cardboard without it being bundled - just stacked in smaller piles;
- not requiring citizens to sort their recyclables as it is a single sort system;
- timely returning citizen phone calls and having the answering service do a better job of obtaining information;
- revising the notice being left behind when recycling is not taken so citizens know what they need to do differently; and
- improving treatment of citizens as a representative employed by the City.

Councilor Hanke left at this time (9:48 am).

Mayor Hoffman read a statement from Attorney Ferg that the law imposes on every contract the duty and responsibility to carry it out and execute it in a good and workmanlike manner. The communication, interaction, and non-pickup issues at the present time are such that this is not being done. It needs to be address and corrected. If it continues, it would be a breach of contract and a basis for future action upon the advice of legal counsel.

Committee #4 will meet one time per month for the next three months to monitor the level of complaints and the processes for improvement. The next meeting is scheduled for Wednesday, February 11th at 8:30 am.

No action taken.

#### **4. Adjournment**

**Motion by Kiefer/Hull to adjourn at 10:06 am. All present voting aye, motion carried.**

Minutes submitted by:  
Chuck Hull, Chair