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CITY OF SPOKANE
DEPARTMENT POLICY AND PROCEDURE TEMPLATE

CITY OF SPOKANE DEPARTMENT POLICY AND PROCEDURE	DEPT [4500]-[2005]-[05]
	LGL 2005-36
TITLE: MISSED REFUSE AND RECYCLING PICKUPS EFFECTIVE DATE: MAY 2004 REVISION DATE: MARCH 2005 05.12.2005	

1.0 GENERAL

1.1 PURPOSE

The purpose of this policy is to establish a procedure for responding to citizens who call about missed refuse and recycling pickups.

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2.0 DEPARTMENTS/DIVISIONS AFFECTED

This policy shall apply to all employees of the Solid Waste Management Department.

3.0 REFERENCES

Not Applicable

4.0 DEFINITIONS

Not Applicable

5.0 POLICY

It is the goal of the Solid Waste Management Department to provide the best service possible to the citizens it serves. Occasionally, customers will call with a complaint that their trash, clean green, or recycling was not picked up on the designated day. This policy sets forth the procedure to follow for missed service.

6.0 PROCEDURE

6.1 If possible, the person receiving the phone complaint will handle the problem, not pass it on to someone else. When a customer calls, do not transfer the call; handle the call immediately. Find out what the problem is, what area of town it pertains to, and what type of service (recycling, residential, automated, dumpster, clean green). **ASK QUESTIONS – HELP THE CUSTOMER.** Try hard to get misses the same day. All secretaries shall answer the phones in addition to the dispatchers.

6.1.1 If the person responds that he/she would like the pick up to be made the same day as the complaint is received, make sure it gets picked up the same day, if possible. Write the name, address and phone number on a sheet of paper. Sign the note with name, date and time. If the phone is answered by other than dispatch, walk the note to dispatch.

6.1.2 If the person responds that he/she would like to wait, write down the address, name, phone number, time and date. Do not forget to sign the note. Give to the appropriate secretary to write on next week's route sheet. The route will note the time on the route sheet and initial when picked up.

6.2 If the answer is pick up today, make sure it gets picked up today. Write the name, address and phone number on a sheet of paper. Sign the note with name, date and time. If the phone is answered by other than dispatch, walk the note to dispatch.

6.3 If before 2:30 p.m., the miss will be dispatched to the route to be picked up before the driver is permitted to leave for the day.

6.3.1 The dispatcher will write the time and date, route number and driver that the miss was dispatched to, initial and put the note in the appropriate supervisor's box.

6.3.2 The route will confirm (by radio) the miss has been picked up as soon as they pick it up. The route will also note the address and time and initial it on the front of the route sheet.

6.3.3 If the route cannot be reached by radio, dispatch will contact the appropriate supervisor, who will be responsible for making sure the route picks up the miss before the end of their shift.

6.4 If after 2:30 p.m., explain to the customer the driver will pick it up the next day.

6.4.1 Walk the note to the appropriate secretary. It will be written on the route sheet and picked up the next day. The route will note the time and initial on the route sheet when picked up the next day. After 3:30 p.m., secretaries will need to check with dispatch for notes.

6.4.2 If the customer cannot or will not wait, transfer the call to the area supervisor or late-working supervisor to make the determination if a night person will pick up. Only transfer the call to the secretary if no supervisor is available.

6.5 Route Supervisors are to make sure all misses are collected before their routes leave the area.

7.0 RESPONSIBILITIES

Misses are the responsibility of the appropriate Refuse or Recycling Route Supervisors.

8.0 APPENDICES

Not Applicable

APPROVED BY:

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Director

April 27 2005
Date

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4-29-05
Date