



CITY OF MOUNTAIN BROOK

56 Church Street
P.O. Box 130009
Mountain Brook, Alabama 35213
Telephone: 205.802.3803
Fax: 205.870.3577
gastons@mtbrook.org

SAM S. GASTON
CITY MANAGER

September 14, 2021

Dear Mountain Brook Residents:

This letter is to give you an update on the garbage, trash and recycling issues with Waste Management in our community.

The City Council has suspended curbside recycling collection immediately for an undetermined period of time. This will allow Waste Management to utilize its daily recycling truck for garbage collection adding an additional crew to pick up garbage. This means you should place your recyclable items in your bagged household garbage. If and when Waste Management gets back to a normal schedule of completing all four (4) daily routes (Monday-Friday) for garbage and trash collection, then recycling may be resumed.

For those of you who would like to continue recycling, an option for you to consider is to take your recyclables to:

Birmingham Recycling-Recovery
9 41st Street South
Birmingham, AL 35222
(205) 591-8201

Waste Management Issues

- Labor shortages
- COVID absences for drivers and workers
- All new workers in Mountain Brook
- Inexperienced supervisors and management

What the City and Waste Management are Doing

- Suspending curbside recycling thus adding another Waste Management truck and crew to garbage collection

- Waste Management has replaced the current inexperienced resident route manager with a knowledgeable individual who has worked in our community in the recent past.
- Waste Management has supplied two (2) 40 yard dumpsters to our Public Works Department so they, Public Works, can dump the garbage/trash misses at their facility rather than driving all the way to the Moody landfill.
- The City is working with Waste Management to secure a garbage truck for the City's use in supplementing Waste Management's crews and efforts. In the meantime, the City has rented a garbage truck and continues to collect garbage, trash and recycling during the crisis.
- Waste Management works one (1) crew on Saturdays to get caught up on misses.
- Our Public Works crews will continue to assist Waste Management in getting "caught up" over the next two weeks. Beginning Monday, September 27th, Waste Management will be on its own, without our Public Works' crews assistance unless it is an emergency.
- The City will resume "fining" Waste Management at the end of the week of September 27th for garbage misses not corrected in 36 hours or trash misses after 72 hours.
- The City will continue to send out daily text alerts and Facebook posts on any streets missed that day. Waste Management is to start on any missed streets the next morning before beginning work on the four (4) daily garbage and trash routes.

HOW YOU CAN HELP

Many residents took their bagged household garbage to the street prior to this service decline as a personal choice. Since the service decline has arisen, many additional residents have started doing so, too. **If you can, and are physically able, then we encourage you to take your household garbage to the curbside until this crisis has been resolved.**

We realize many of you are frustrated and so are we. Our long track record of good service from Waste Management has deteriorated over the past five (5) months, but we also know several other municipalities in the area that have contracts with them, are also dealing with a severe decline in their services. Our staff has fielded thousands of calls, emails, Facebook tags and Private Messages over the last several months and has worked diligently to resolve them.

We ask for your patience and understanding as we work with Waste Management to correct these problems.

Sincerely,



Sam S. Gaston
City Manager