

From: n609mike@aol.com <n609mike@aol.com>
Sent: Monday, July 26, 2021 9:58 AM
To: All Alders <allalders@cityofmadison.com>
Subject: [All Alders] Unsatisfied with loss of bi-weekly large item pick up

Recipient: All Alders

Name: Michael Pudelwitts
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Would you like us to contact you? Yes, by email

Message:

The current large item pick up system is a huge loss in services for me. I've tried to schedule pick ups twice and both times it was almost one month away. The move to monthly vs biweekly is the biggest problem. Also they refuse to publish the pick up dates so people have no idea when they will pick up items until they attempt pick up. I called streets and they told me to bring garbage back in my house.

From: Robert Entwistle <outlook_689464F89ED2ACDC@outlook.com>
Sent: Monday, August 2, 2021 11:12 AM
To: Common Council Executive Committee <ccec@cityofmadison.com>
Subject: Large Item Pickup

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I have used the new process and it worked well for me.

I also do not agree with those who say the new process was not communicated well.

However I do feel like the new process just doesn't work well for many folks. If you have a certain date when you need to be out of a property, you can't always work around a once monthly pickup schedule, meaning that large amounts of stuff is going to be on curbs for weeks.

A much better process if you had it would be for the normal trucks to have software where the driver could indicate addresses (or blocks) where things are on the curb and then large item trucks could go directly to those spots. So I am probably dreaming with this and certainly understand that the old process was very wasteful of time and money.

Bob Entwistle
2709 Center Avenue, Madison 53704