THE CITY OF DORAVILLE
AGENDA ITEM SHEET

Subject: Sanitation Services

Date of Meeting: Nov. 1, 2010

Budget Impact: _X Y ___ N

Budget Impact Amount: $ Decrease in overall costs

Funding Source:
( )Annual
( )Capital
(X)N/A

Regular Meeting	(X)
Work Session	( )
Recommendation	( )
Policy/Discussion	( )
Report	( )
Other	( )

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Action Requested: Transfer Sanitation Services, billing, and customer service to Dekalb County. Promote Dekalb's Subscription Recycling Service.

History, Facts, Issues: A collection agency was contracted to collect delinquent sanitation accounts. Due to the inability to sort our present software all accounts were sent to the agency; a collection effort began on current and delinquent accounts resulting in an immediate stop to the contract. Recently an effort began to collect past due accounts of $50 or more with threatening letters. Since these efforts have created residential complaints, more customers are coming forward to note misapplied and lost payments.

The City has begun a complicated RFP process to choose a new vendor for Sanitation and Recycling contracting with Dekalb County to bill the services.

Options: Choose a vendor the City is unfamiliar with and hope for the best!

Recommended Action: Turning all sanitation services over to Dekalb County for pickup, billing, recycling, and customer service inquiries relieves the City of countless hours of sending invoices, posting payments, reconciling errors, and manning the phones for complaints and inquiries as well as the cost for postage. Approximate savings unknown.
Once a year the City would verify the number of exemptions and write a check to the County.

Department: City Council
City Council Member, Bob Roche Submitted: Oct. 25, 2010 via email

Administrative Comments and Recommendation: _____

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Action Taken By Board: _____

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