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12/07/10 10:24 CLK

Mr. David Steiner, CEO
Waste Management, Inc.
1001 Fannin, Suite 4000
Houston, Texas 77002

December 2, 2010

Re: your Company's service in Hayward, Ca.

Dear Mr. Steiner,

For more than 10 years, I have wondered why the people living on my street, and perhaps, in other parts of Hayward are receiving such poor service from your company.

One example is shown below:



My neighbors and I place our garbage containers on the sidewalk near the road only to return home and find the same containers left in the street by Waste Management employees on garbage collection days.

Upon arriving home, my neighbors and I are forced to leave our vehicles in the road while we remove the garbage containers that prevent us from parking, properly. After removing the containers to the sidewalk area, we are able to park next to the curb. Last year, I asked a Waste Management employee assisting the

garbage truck driver why they didn't return the containers to the sidewalk. His first answer was that the company would not pay the "overtime". His next answer shocked me. He said that your company employees **had been trained** to leave the garbage bins in such a manner as to force the residents to remove them from the road. For more than 10 years, garbage bins/containers have been left blocking driveways and other inconvenient places.

I am surprised the City of Hayward allows this unsafe practice and the danger to which residents are exposed. I hope that no one has been injured nor will be injured because of your company's policy in leaving garbage bins/containers in the road.

The second issue I want to bring to your attention is the poor quality of garbage containers your company is supplying to its customers. I am referring to the blue, plastic, 20 gallon garbage containers. We have such a container. Only one, broken handle remains. A couple of months ago, a driver left me a threatening note saying that our garbage container was too heavy for him to lift and that he would not collect the following week's garbage if it was as heavy. I faxed a letter of complaint to the local office. He contacted me. He explained that the garbage trucks' hydraulic lift cannot be used on the round containers that he lifts the container by hand. So, I agreed to place refuse in plastic bags on the top of the loose garbage enabling him to empty part of it before having to lift the container. Everything worked well until last Monday, November 29, 2010, when I found another nasty note complaining that our garbage container was too heavy and the driver would not pick up next week's garbage if it were as heavy.

I am sympathetic with your employees to a point. However, I am disappointed that they don't have the initiative or intelligence to approach their problems with anything but threats. I have a suggestion to make: why not replace our old, broken container with a 20 gallon square container that the garbage trucks can lift and empty?

What are you going to do to address the above two issues I have brought to your attention? I am sending a copy of this letter to the City Manager for the City of Hayward and the City Clerk to include in the record of the next city council meeting to put them on notice.

Sincerely,

Cc

Oakland Office of WM by email