City of Minneapolis Department of Public Works:



Division of Solid Waste & Recycling

Mission:

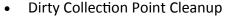
The primary goal of the Division of Solid Waste and Recycling (SW&R) is to provide services in a customer oriented and environmentally protective manner that keeps the City clean, safe and attractive for its residents. We relentlessly integrate field, office and educational programs to maximize efficiency and complete duties in the most cost effective and efficient manner. A Clean City is Job One!

Services Provided by Solid Waste & Recycling Division:

Minneapolis Solid Waste and Recycling Division provides setup, education, program monitoring, and service for the following:

- **Garbage Collection**
 - Large and Bulky Material Pickup
- **Recycling Collection**
- Seasonal Yard Waste Collection
- **Excessive Materials Management**
 - Voucher Program
 - Requested Cleanups
- Clean City Services:
 - Adopt-A-Street/Highway
 - Adopt-A-Block
 - Adopt-A-Litter Container
 - Adopt-An-Ash Receptacle
- Organics Collection *pilot areas only





- Graffiti Abatement
- Graffiti Paint Over
- Neighborhood CleanSweep

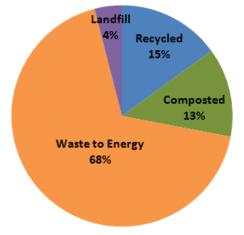






The Solid Waste and Recycling Division staff also performs cleanups for the City's Inspections Division.

2012 Solid Waste & Recycling Overview



City of Minneapolis provides service to all residential buildings containing no more than four dwelling units and all townhomes.

> City Population: 387,753 Dwelling Units Serviced: 105,417

Fun Fact: From administration and support staff to mechanics and collection crews, 189 people are responsible for all of the services provided by the Solid Waste & Recycling Division.

City of Minneapolis—Solid Waste & Recycling Division

Contact: 612-673-2917 Fax: 612-673-2250 309 2nd Ave S. Rm 210, Minneapolis, MN 55401-2281 Web: www.minneapolismn.gov/solid-waste Email: SWRcustomer@minneapolismn.gov

City of Minneapolis

Department of Public Works: Division of Solid Waste & Recycling

Division Overview

Program: Minneapolis' solid waste and recycling collection is unique in that the City does more than promote proper disposal and recycling like most other cities who contract collection to a hauler or allow for open hauling of residential dwellings. Collection services are completed by City staff. In addition, Minneapolis has a complex data collection system called SWIS (Solid Waste Information System) that provides the ability to track each collection process and pinpoint neighborhoods that need additional education on garbage and recycling programs.

Customer Service: The Solid Waste & Recycling Division has designated Customer Service Representatives who take calls, answer residents questions, track complaints, and maintain Minneapolis' database that includes information such as which households are not participating in a program or are participating incorrectly. All correspondence with residents are recorded under their property address in SWIS.

Program Monitoring: Tracking of individual households is accomplished using an informational tagging system. Collection crews have a different informational tag for each collection program. Informational tags are used to inform a resident why their materials were not picked up and educate them on how to properly prepare their materials to ensure that they will be picked up. Part of the tag is left at the resident's collection point, and part of the tag is brought back to the Solid Waste and Recycling office and entered into SWIS.

SWIS allows the Customer Service Representatives to verify every time a property received an information tag, additional educational information, and cleanup notices. The information recorded in SWIS is used to determine the next course of action. Examples of the next course of action could be to increase educational campaigns in the neighborhood or schedule crews to complete needed cleanups.



CleanUps: When crew informational tags come in for a dirty collection point, SW&R staff send a warning letter. If the property is not clean by the required due date, the City will send a crew out to cleanup the area and the



utility bill payer will be charged a fee. Photos are taken before and after each clean up to justify the cleanup and fee. Photos on the left are two examples of dirty collection points that required City crews to cleanup.

Excessive Materials Management: Residents can request for City crews to come cleanup unwanted materials for a fee.

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