



9.

CITY OF CAMBRIDGE • EXECUTIVE DEPARTMENT

Robert W. Healy, City Manager

Richard C. Rossi, Deputy City Manager

April 8, 2002

To The Honorable, The City Council:

In response to Awaiting Report Item No. 02-21, regarding a complaint received from an employee of the Market Theater regarding the recycling program, please be advised of the following:

Acting Recycling Director for the Public Works Department Jessica Nolan spoke with the employee of the Market Theater Matt Griffin on March 21, 2002 concerning this matter. Mr. Griffin stated that he had signed up for the curbside commercial recycling program in November of 2001. He clarified that the multiple phone calls he was referring to were regarding initial receipt of his bin. Rick Leandro of the Recycling Division confirmed that he had spoken with Mr. Griffin about signing up for the service in January and that there had been a delay in delivering the bins to Market Theater. Mr. Griffin could not tell Ms. Nolan who he had spoken with subsequent to that or what number he had called, he only said that he had called City Hall and was transferred. He offered that part of the problem initially was internal confusion about what day they were supposed to put the bin out. When Ms. Nolan asked about the service between January and the present, Mr. Griffin said that he thought the bin had been picked up in previous weeks, but he was not positive. Ms. Nolan informed Mr. Griffin that she had spoken with Russell Disposal, Inc. and assured him that his recycling would be picked up on March 22nd. Ms. Nolan confirmed that Mr. Griffin had her direct line and invited him to call her directly with any problems of this nature.

Very truly yours,

Robert W. Healy
City Manager

RWH/mec

5-96

Consent Agenda #9

Awaiting Report Item
Number 02-21, regarding a
complaint received from an
employee of the Market
Theater relative to the
recycling program.

In City Council April 8, 2002

PLACED ON FILE.