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Yes

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No



City Council Comment received from Ellen Riley

From Mikki Huntsman <HuntsmanM@reno.gov>

Date Sun 10/6/2024 8:15 AM

To Public Comment - CC <PublicComment@reno.gov>

Contact Info:

Name:

Ellen Riley

Commenting on behalf of:

Ward #:

Ward 1

Email Address:

ellie.riley53@gmail.com

Phone Number:

7753387561

Address:

30 Suda Way

A new comment has been submitted for the Reno City Council Meeting held on: 2024-10-09.

Section:

D Items - Department Items

Item:

D2.

Position:

In Favor

Are they speaking in person?

No, I am submitting a written comment only.

If no, enter comments below:

I urge the council to give notice to Waste Management of the termination of the contract. There are many issues with Waste Management. The company does not know the meaning of 'customer service'. We face long hold times when calling with questions and problems. Their drivers no longer care whether or not they drop trash in the street. Three of my auxiliary garbage cans have been "eaten" by the truck - and I have been unable to reach anyone to request compensation for the loss. If they miss a pick-up, a return trip is always promised but never occurs. They use machine-generated fuzzy photos of supposed "unauthorized" items to generate fines and penalties - and there is no recourse! My garbage bill changes every quarter - for no apparent reason. These are some of the

issues that need to be discussed before renewing the contract in 2029.

ACKNOWLEDGEMENTS:

By checking the "Yes" below, you agree that all the information above is true and accurate. For additional information, please refer to the agenda for today's meeting.

Yes

By checking the "Yes" below, you understand, acknowledge, and expressly agree that: (1) all information submitted by you will be entered into the public record, made available for public inspection, and freely disseminated without restriction; and, (2) any contact, personal, financial, or medical information intentionally or inadvertently submitted by you will not be maintained in a confidential manner, or subsequently exempted from public inspection.

Yes

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Yes

Waste Management

Jessica Lee <jessicalee@nnccf.org>

Thu 9/12/2024 9:21 AM

To: Public Comment - CC <PublicComment@reno.gov>

Cc: Brigitte Cole <brigitte@nnccf.org>

Dear Reno City Council,

My name is Jessica Lee with the Northern Nevada Children's Cancer Foundation. I am writing today to express my strong support for Waste Management and the vital role they play in our community, not only in their day-to-day operations but also in their commitment to making northern Nevada a better place for all.

Waste Management's contributions to the Northern Nevada Children's Cancer Foundation showcase their dedication to causes that extend well beyond their industry. Waste Management's support of NNCCF has provided crucial dollars for children and families facing the unimaginable challenges of pediatric cancer in our community. This partnership demonstrates their compassionate approach to community involvement and highlights their genuine commitment to improving the lives of so many in northern Nevada.

Waste Management's efforts in both environmental stewardship and community support deserve to be recognized and supported. I hope that the Reno City Council will continue to foster a prosperous partnership with Waste Management, enabling them to further their impact in our community.

Thank you for your time and consideration of this matter.

Warm regards,

Now through February 13th, 2025, all contributions to NNCCF's Know the Gold Campaign will be matched dollar-for-dollar by the William N. Pennington Foundation, up to \$775,000.

Please consider [donating](#) today!

Sincerely,

Jessica Lee
Director of Development



Northern Nevada Children's Cancer Foundation
3550 Barron Way #9A, Reno, NV 89511
(775) 825-0888 | @NVKidscancer

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