

# RECYCLING HELP DESK

Getting the Message Out

Getting the Message In

- ▶ Pat Fahey
- ▶ Southern Oregon Sanitation/Sutherlin Sanitary Service
- ▶ 2<sup>nd</sup> Generation Garbageman
- ▶ 40+ Years in Solid Waste
- ▶ Swana Certificate Earned
- ▶ MOLO, Transfer Station Operation, Integrated Solid Waste Systems Collection
- ▶ Extremely Rural Routes
- ▶ Partially Retired

YOUR PRESENTER

LEDGER, LISA

**Customers** Even Week  Prorate  User History Bill Amount Search Quick Check

Account: 00001021 Name: LEDGER, LISA Type: Residential

Address1: 1232 E 4TH ST Payment Type: Normal

Address2: Start Date: 07/18/2017

City: SUTHERLIN OR 97479 Stop Date: / /

Email: Status Code: Active

Home #: (541)459-3141 Work: ( ) - Cell: Bill Code: Monthly Advanced Print Only

Last Billed: 04/26/2018 22.75 New Customer Attachment Bend Mailing 47B7-CC8C

Day 120	0.00
Day 90	0.00
Day 60	0.00
Day 30	0.00
Current	-22.75
Unposted	22.75
<b>Total</b>	<b>0.00</b>

Service Address Transactions Cust Text Other Information Customer Contact Route Activity Roll Off Tips

Number	Dir	Street Name	Type	Appt#	Muni
1232	E	4TH			SU

New Address Attachment

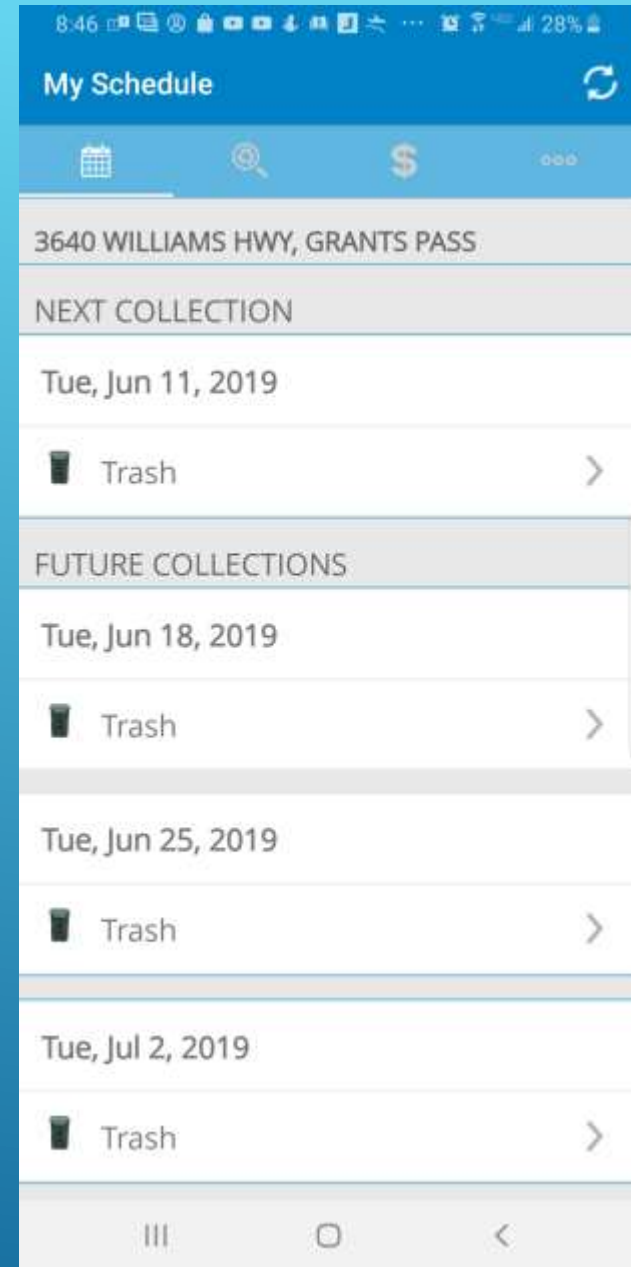
Day	Driv #	Seq #	Cal #	Service	ID	Description	Volume
Tue	02	011850	0	35GAL	GE000147	35 Gal G	0.17
Tue	40	012150	0		6SR001749	65 Gallon Recycle Carts	0.31

Last AutoPost: April 2018 Service: 22.75 Container Edit Container Search  Show Scrapped

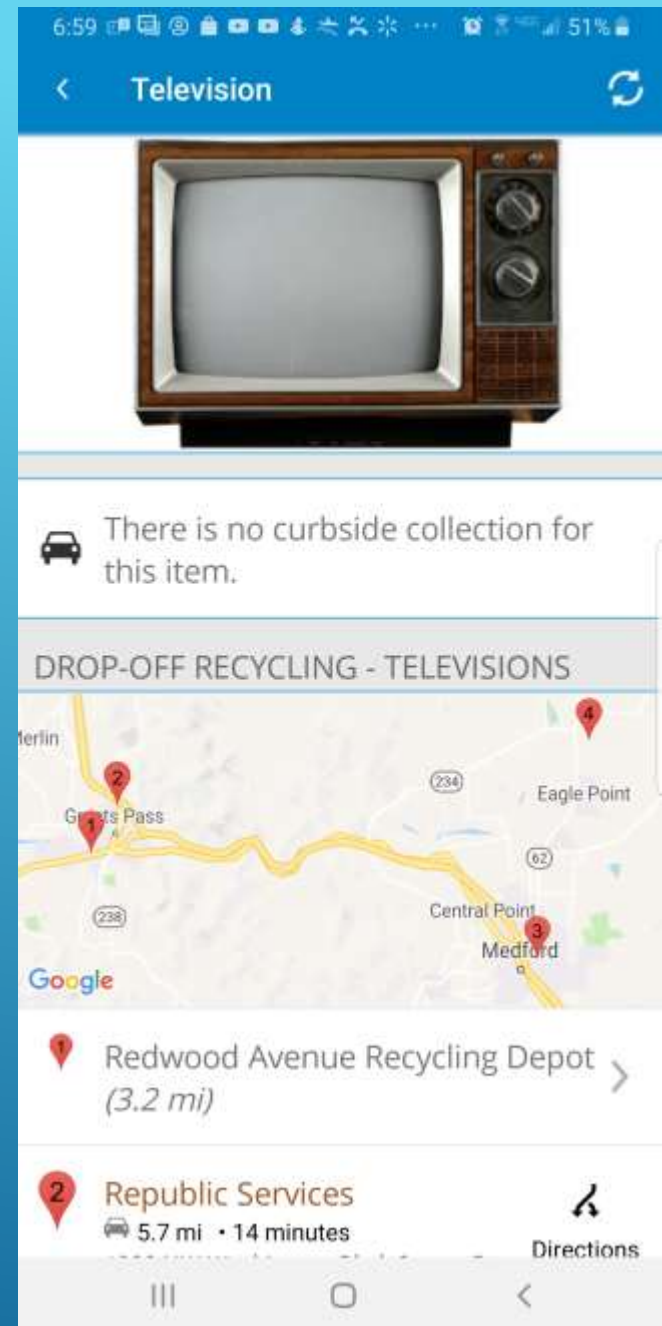
1 Picture PrintScreen Info 22.75 New Edit

# OUR CSR DESKTOP

# OUR APP – SERVICE SCHEDULE



# OUR APP – WASTE WIZARD



Timestamp	Address	Offense number	Need to be Removed?	Did you charge them?
3/18/2019 8:11:48	2887 gold oak	Can full of grass	Yes, and I removed it	Yes
3/18/2019 7:38:17	2082 eagle loop	Base lots of clothes they had glass and trash bags	Yes, and I removed it	Yes
3/19/2019 11:04:57	1534 ruby ct	Entire cart full of yard waste and grass	No	Yes
2/19/2019 8:38:41	221 6th e		1 No	No
2/11/2019 11:23:36	7th		1 Yes	No
2/7/2019 8:17:56	1221 dean w #223		1 No	No
1/31/2019 4:58:53	894 w central	Trash plastic bags styrofoam the works 2 weeks in	No	Yes
1/29/2019 8:17:59	317 mardonna	Bubble wrap trash bags and toilet seats?	No	Yes
1/24/2019 5:15:11	894 w 2nd		2 No	Yes
1/18/2019 8:37:13	2715	Still has all the same stuff in cart last chance	No	Yes
1/17/2019 8:40:19	1200 central e #94	Food waste plus trash	No	Yes
1/18/2019 8:43:26	550 state s 053	2nd time getting cart back had alot of trash in cart	No	Yes
1/8/2019 10:18:31	1958 jasper		1 No	No
1/3/2019 8:44:28	1225 dean w #13	Cart full of trash lots of clothes given	Yes, and I removed it	Yes
12/29/2018 12:16:46	307 sandridge		2 Yes, and I removed it	Yes
12/20/2018 8:04:14	388 kruse	Entire cart was trash	No	Yes
12/20/2018 4:57:17	237 kruse st		1 No	No
12/13/2018 8:27:00	1200 central e #59	Trash bag/plastic	No	Yes
12/13/2018 8:41:12	1220 dean w #12	Plastic bags/ plastics not 1 or 2	No	No
12/13/2018 8:37:06	1220 dean w #15	Glass plastic trash a potato food left overs	No	Yes
12/11/2018 8:56:17	1727 gamet		2 No	Yes
12/11/2018 8:22:52	410 opal st		1 No	No
11/30/2018 8:52:21	223 grey fox		2 No	Yes
11/30/2018 8:50:29	436 backwaterloop		1 No	No
11/29/2018 8:24:37	1200 central e #59		1 No	No
11/29/2018 8:03:59	270-272 kruse		1 No	No
11/23/2018 8:48:18	1901 innisbrook st		1 No	No
11/18/2018 7:20:52	2282 eagle loop		1 No	No
11/8/2018 4:33:55	303 oak terrace		1 No	No
11/8/2018 8:42:50	1828 gamet		1 No	No
11/1/2018 8:47:08	284 sandstone	16 of 18 can was all glass and broke all inside for	Yes, and I removed it	Yes
10/30/2018 8:04:16	1815 6th e	Removed	Yes, and I removed it	Yes
10/23/2018 8:48:48	1815 6th e		2 No	Yes
10/23/2018 8:37:43	255 terrace		1 No	No
10/23/2018 8:31:09	912 w 6th		2 No	Yes
10/19/2018 10:24:06	309 greystone		1 No	No
10/18/2018 10:29:47	307 sandridge	Can full of trash removed	Yes, and I removed it	Yes
10/19/2018 8:23:47	1958 kapela st		1 No	No
10/19/2018 8:58:13	491 fairway estates dr	Cart was all trash broken chairs bags, plastics, the w	No	Yes
10/18/2018 10:18:48	1815 6th e		1 No	No
10/18/2018 10:13:08	416 st johns		1 No	No
10/18/2018 8:43:47	164 terrace lane	Trash bags	No	Yes
10/15/2018 8:40:09	208 cedar st	Sign full of trash with magnets	Yes, and I removed it	Yes
10/9/2018 8:09:08	164 terrace lane	The can was full of trash bags and plastics	No	Yes
10/5/2018 8:17:37	2078 Culver loop		1 No	No
10/5/2018 7:46:34	2088 eagle loop		1 No	No
9/14/2018 10:03:54	318 ridge way		1 No	No
8/8/2018 8:41:47	1200 central e #55		1 No	No
8/8/2018 8:27:41	894 w 2nd	Broken items plus trash some amount of clothes broken up	Yes	Yes

# THE NAUGHTY LIST