

**Tammy Cloud-McMinn**

**From:** Lisa Rodman <lisa@aguahedionda.org>  
**Sent:** Monday, June 8, 2020 10:01 AM  
**To:** City Clerk  
**Subject:** #10. SUSTAINABLE MATERIALS MANAGEMENT UPDATE ON SOLID WASTE FRANCHISE AGREEMENTS FOR COLLECTION, PROCESSING AND DISPOSAL SERVICES

Date 6/9 CA  CC   
 CM  ACM  DCM (3)

Dear Esteemed Council:

Waste Management (WM) has been Agua Hedionda Lagoon Foundations service provider for 10 + years . I've been at the foundation for 10 years and they were here before me. WM has provided excellent service and their drivers are professional and friendly. Anytime we pick up the phone with a question or need they respond so quickly and efficiently. Today is no exception. We are asking for a new dumpster after the Red Algae choked out so many fish and we cleaned up 30 trash bags full of fish and left the dumpster spoiled. They've actively supported the foundations work in many ways. They have been a part of our community events and lend a hand wherever and whenever possible. They know our needs and they know this community.

If there is a change certainly a company that has been serving Carlsbad for 35 years should have an opportunity to renegotiate a contract. Please consider working with our current trash provider that has served us so well in the past. Building this relationship took time and it would seem prudent to make sure there is an opportunity for them to continue here in Carlsbad.

Thank you for taking the time to listen our concerns,

*Lisa*

Lisa Rodman  
 Chief Executive Officer  
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## Tammy Cloud-McMinn

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**From:** Marta Hall <martahall888@gmail.com>  
**Sent:** Monday, June 8, 2020 11:08 AM  
**To:** City Clerk  
**Subject:** Waste Management

All Receive - Agenda Item # 10  
For the Information of the:  
CITY COUNCIL  
Date 6/9 CA  CC   
CM  ACM  DCM (3)

Dear Mayor and Councilmembers,

I am writing to you to please give Waste Management a chance to keep our community free of waste, recycling etc!!!

Waste Management has been our service provider for over 35 years in the City of Carlsbad. They provide excellent service. Drivers are professional and friendly and go out of their way to be courteous and helpful. I find them easy to work with and whenever I have had to contact them they are helpful and resolve my issue promptly. Great customer service!

I am questioning why the city is considering looking for another company who doesn't know our city and has not invested in it like Waste Management. The City should try and work with them to renew the contract before opening it up to other haulers who don't have the experience in Carlsbad like Waste Management does.

PS I am a member of Soroptimist and Waste Management has been a great supporter of women and girls in our community! They also support the concerts in the park, which I attend on a regular basis, and the Agua Hedionda Lagoon Discovery Center, another place I visit regularly.

Marta Hall

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