

ITEM	7
MANAGER'S REPORT NO.	47
COUNCIL MEETING	June 27/77

Re: LETTER FROM MRS. VERA JOHNSON, 8030 SUSSEX STREET-
CORRESPONDENCE AND PETITIONS - COUNCIL MEETING, MONDAY
JUNE 20, 1977.

Following is a report from the Municipal Engineer dated June 22, 1977 commenting on certain points raised in a letter from Mrs. Vera Johnson which appeared as Correspondence on the Council agenda for June 20, 1977. A separate report from the Chief Public Health Inspector will comment on other points raised by Mrs. Johnson.

RECOMMENDATION:

1. THAT Mrs. Johnson be sent a copy of this report.

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22 June, 1977.

TO: MUNICIPAL MANAGER

FROM: MUNICIPAL ENGINEER

SUBJECT: LETTER FROM MRS. VERA JOHNSON, 8030 SUSSEX STREET-
CORRESPONDENCE AND PETITIONS - COUNCIL MEETING, MONDAY
JUNE 20, 1977.

In her letter to the Corporation of the District of Burnaby, Mrs. Vera Johnson complained about receiving "numerous large heavy and glossy pamphlets" from various Departments and in particular, of receiving a brochure explaining the refuse Bylaw and an enclosed calendar giving the revised dates for refuse collection to comply with the amended route schedules.

In the past two years, we have found that a large percentage of residents, becoming confused with the refuse pickup day after statutory holidays and on every occasion, we were forced to employ additional telephone answering staff to handle telephone calls sometimes numbering as many as 700 per day. To avoid this expense and the inconvenience to residents, we designed the calendar so that people could tell at a glance when their refuse pickup day changed after the statutory holiday. In addition to this information, we also showed on the calendar the burning dates as laid down by the Fire Department and the special pickup dates for the Burnaby Clean Up Week.

We have had some complaints about these brochures, but we have also had many telephone calls and letters of appreciation. Apart from a few problems in the first few days of the change over period, the new pickup system now seems to be working very well and we do not anticipate any further problems.

In paragraph "2" of Mrs. Johnson's letter, she states that she had placed her refuse for collection on May 31 and according to the new system this refuse should have been picked up on June 1. Our crews state that all pickups in this particular area, which were out at the collection time, were picked up on June 1 and we cannot understand why Mrs. Johnson's refuse should have been missed.

(cont'd)

On two occasions, we have sent staff members to discuss this matter with Mrs. Johnson and to offer help with carrying out her receptacles if by reason of her age she deemed this necessary. However, we were informed by neighbours that Mrs. Johnson would be away from home for some time and we were unable to contact her. We will make a further attempt in the near future to contact Mrs. Johnson and to offer any assistance which she may require.

We do not understand the problem mentioned in paragraph "6" of the letter with respect to cleanup days and the hiring of an Inspector. This year the cleanup program was very successful, was supervised by the Sanitation Foreman and we could see no need to hire further Inspectors.

RECOMMENDATION:

1. THAT Mrs. Vera Johnson be given a copy of this report.


MUNICIPAL ENGINEER

WMR:cj

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