

City of San Clemente

November 15, 2024

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City Clerk Department

City Clerk
City of San Clemente
910 Calle Negocio
San Clemente, CA 92673

Re: Written Protest Regarding the Proposed Adjustments to
Solid Waste Collection Service Rates

This letter is our written protest to the proposed increased rates for solid waste collection in San Clemente.

While CR&R continues to request increases for their collection services, their weekly service in consistently collecting the waste has deteriorated and continues to deteriorate. In terms of "worth what paid for", CR&R wants San Clemente citizens to pay more for services they cannot deliver today. Any other company cannot stay in business if they cannot provide their services in a qualitative and consistent way. Because CR&R has a large contract with the City of San Clemente, it appears their attention and commitment to providing a consistently reliable collection service continues to lapse and deteriorate because they are paid regardless if they collect the waste or not.

Because CR&R continues to deliver poor collection services, we, their customers, must call CR&R weekly to report and request that our waste is collected. In some cases, our trash bins are left outside our homes for several days because the collection day is missed. We are tired of consistently calling CR&R weekly and being placed on hold with their "Customer Service" to ensure our trash bins are collected while they continue to request rate increases. Instead of having their customers consistently call to get their trash collected, CR&R needs to consistently invest in being a reliable collection service for the City of San Clemente residents.

Until CR&R improves their waste collection performance over a reliably consistent period of time, we oppose any rate increases for providing their services.

Tom McDonough

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Tom and Colleen McDonough

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