



# CITY OF RAPID CITY

## Public Works Department

### Solid Waste Division

300 Sixth Street

Rapid City, SD 57701-2724

Telephone: (605) 355-3496 FAX: (605) 355-3092

Website: [rapidcityrecycles.org](http://rapidcityrecycles.org)

June 20, 2016

Dale Tech  
Acting Director of Public Works  
300 6<sup>th</sup> Street  
Rapid City, SD 57701

Dear Dale,

The Rapid City Solid Waste Division is requesting a change in staffing to take the Clerk position from 25 hours per week to full-time at 40 hours per week. The increase in the number of residential accounts has prompted this change and it will also bring staffing back to 2011 level when the Clerk position was not renewed.

On June 9, our part-time clerk (25 hours per week) submitted her resignation effective June 30<sup>th</sup>. With the additional workload, the Solid Waste Division is requesting to reinstate this position back to a full-time position (40 hr. per week). Here is some history with this position.

- In 2011 when our then full-time clerk resigned, Mayor Kooiker cut this position. No justification or reasoning, he just would not approve the rehiring of this position. This position had been full-time for about 4 years.
- In 2013, after struggling to keep up on customer calls and service requests, the City approved a part-time clerk position at 20 hours per week.
- In 2015 we hired another clerk due to resignation and were able to get the hours increased to 25 hours per week.

#### **Justification for clerk to full-time position:**

- Since January 2012 the Solid Waste Division has added 1,414 new customers (Presently at 20,185 customers)
- Each customer container is tracked via a serial number to the specific address. With each home having a trash and recycling can, the clerk and solid waste staff must monitor over 40,000 containers in the billing program.
- Since 2003 when automated collection began, the original trash cans (approximately 15,000) are now failing due to routine wear and tear. Tracking these in the billing program is critical for the clerk as making certain the customer is billed for the correct container size is critical to our operation.

- In 2014, the Solid Waste administration placed GPS tracking units on all of the trash, recycling, and roll off trucks for the Collections. The GPS tracking allow the driver to utilize the system to send in problems stops along their route to inform admin staff of trash not being out, blocked cans, etc. The Clerk monitors these and creates a database in File Director so anyone answering the phone can inform the customer that we will not be returning to collect trash. This has resulted in a saving of time and fuel to go back for customers who did not comply with city ordinance.
- The number of customer service phone calls on a daily basis is significant. While sitting at my desk, I personally answer 15-20 customer calls per day when staff is on another call.

We would like to make this change prior to posting of the position.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'Karl Merbach', written in a cursive style.

Karl Merbach  
Superintendent

cc: Torie Fields, Administrative Assistant  
Nancy Hamak, Human Resources