



DATE: November 6, 2025
TO: Environmental Services Commission
FROM: Jon Gire, Solid Waste Program Manager, (425) 452-6025
Utilities Department
SUBJECT: **Solid Waste Program Update**

BACKGROUND

This briefing provides an update on solid waste services, including the City's solid waste collection contractor, Republic Services (Republic), currently in the twelfth year of the 2014 Comprehensive Garbage, Recyclables, and Organics Collection Contract (Contract). The Contract is valued at over \$35 million annually and runs through June 2028. The City outsources solid waste collection, including customer service and billing functions, to Republic to serve customers from over 30,000 single-family residences and nearly 2,000 multi-family/commercial facilities.

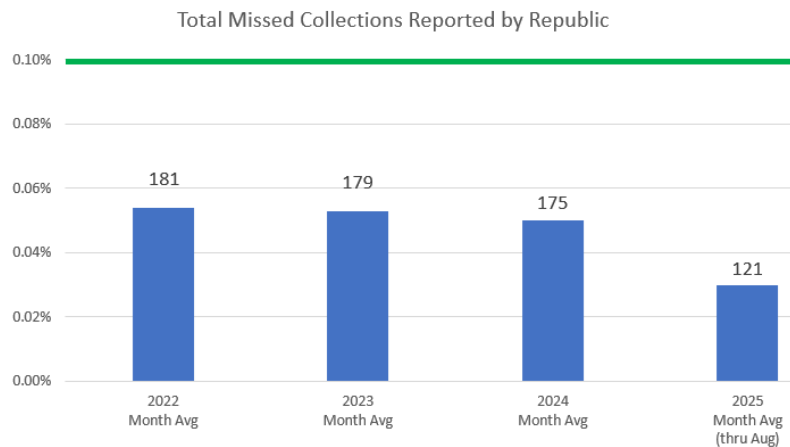
PERFORMANCE UPDATE

The City expects high levels of performance from Republic, particularly when fulfilling key contractual obligations to provide on-going, dependable collections for the community. The following section provides an update on key performance metrics related to collections as well as a summary of Republic's response during the extended work stoppage in July 2025 that interrupted collection services for all single-family residences.

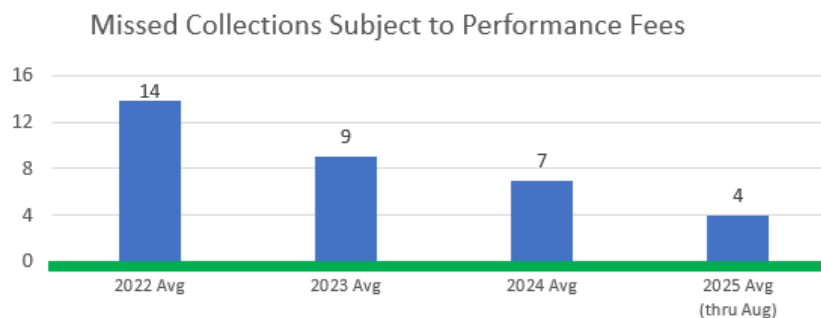
Collection Reliability

Providing reliable solid waste collection is at the core of Republic's performance and one of the most critical areas in a customer's experience of the service. Two key metrics that Republic and the City track to measure performance in this area are missed collections and missed collections subject to fee.

- Missed collections: Republic has consistently met the City's performance target for overall missed collections of no more than one missed pickup per 1,000 opportunities, which equates to approximately 350 total misses per month. So far in 2025, Republic's monthly average of 121 monthly misses equates to a 30% improvement compared to the past three years.



- Misses subject to fee: The City expects no instances of missed collections subject to performance fee; this is when a reported missed collection is not collected within 24 hours. So far in 2025, Republic's monthly average of 4 monthly misses subject to fee continues the improvement trend over the past three years and is a 70% improvement compared to 2022.



July Work Stoppage

Republic experienced a work stoppage caused by an out-of-area labor dispute that started on July 9 and lasted for a week and a half. The work stoppage created a challenging and frustrating situation for the Bellevue community as well as many other communities across the country. During this time, all collections for single-family residences were interrupted. The local Republic team pulled together as many resources as possible to provide commercial services and partnered with the City on activating waste drop-off sites for the public. Given the urgent need for drop-off sites, Republic worked with the City to start the drop-off service one day earlier than required and was flexible in providing a weekend option for community members not available to participate on weekdays. Throughout the work stoppage, Republic and the City closely coordinated to share on-going service alerts via phone messages, website updates, and City social media channels. Normal operations resumed on July 21, and per contract provisions related to labor disruptions, Republic collected all accumulated material at no additional charge. Republic also provided billing credits to customers for collection services not delivered as scheduled.

2026 ESC/SOLID WASTE LOOK AHEAD

With the current citywide solid waste services contract expiring in mid-2028, Utilities has started planning the procurement process for the future contract. As part of this process, ESC will be engaged

in early 2026 to provide input on potential parameters and enhancements for future services, including areas such as customer service experience, equity, public outreach, data and reporting, recycling and composting, and performance standards.

This effort will include sharing survey results about the community's perspectives and priorities related to solid waste services. Utilities will provide a guided, structured format for ESC to review and provide input on the scoping of future services.