



DATE: October 5, 2023
TO: Environmental Services Commission
FROM: Jon Gire, Utilities Solid Waste Program Manager
SUBJECT: Solid Waste Annual Performance Report

ACTION REQUIRED

No action required. This is an informational briefing.

BACKGROUND / ANALYSIS

Bellevue Utilities outsources solid waste collection services including the related customer service functions to Republic Services (Republic) under the 2014 Comprehensive Garbage, Recyclables, and Organics Contract (Contract) with the City. The Contract is valued at about \$30 million annually. As part of the City's annual review of Republic's performance under the Contract, the City conducts customer surveys to gauge:

- A. Satisfaction with Republic's services and
- B. Awareness of, and practices and preferences around, recycling and organics.

To comply with the minimum satisfaction levels established in the Contract, Republic must score at least 80% satisfaction for each customer satisfaction question, less the relevant margin of error. Customer survey questions focus on the following areas for both the single-family customer sector and the multi-family/commercial customer sector:

- Overall satisfaction;
- Satisfaction with collection crew;
- Satisfaction with response time following a missed collection;
- Satisfaction with response time following request for replacement container;
- Satisfaction with helpfulness of customer service staff; and
- Satisfaction with courtesy of customer service staff.

Staff will present the results of this year's customer surveys, as well as other key performance metrics related to solid waste services that are monitored on an on-going basis.

POLICY ISSUES

N/A

FISCAL IMPACT

There is no fiscal impact associated with customer satisfaction surveys.