



DATE: April 6, 2023
TO: Environmental Services Commission
FROM: Jon Gire, Utilities Solid Waste Program Manager
SUBJECT: Republic Services Action Plan

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 \$27 million annually. As part of the City's annual review of Republic's performance under the Contract, in the summer of 2022 the City conducted 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. While Republic continued to achieve over 80% for overall customer satisfaction, Republic did not meet minimum satisfaction scores in the following areas:

- Response time following a missed collection (single-family and multi-family/commercial sectors).
- Response time following request for replacement container (multi-family/commercial sector).
- Helpfulness of customer service staff (single-family sector).

Since Republic Services did not meet the minimum satisfaction ratings required by the Contract, Republic was obligated to develop an Action Plan (Plan) for improving customer satisfaction in these areas. Per the Commission's request, staff will provide an overview of the Plan, including strategies for implementing changes to improve customer satisfaction ratings and key metrics to track progress.

POLICY ISSUES

N/A

FISCAL IMPACT

There is no fiscal impact associated with implementing the Plan.