

Follow-Up on Republic Services' Action Plan to Meet Satisfaction Requirements on Annual Customer Surveys

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City of Bellevue

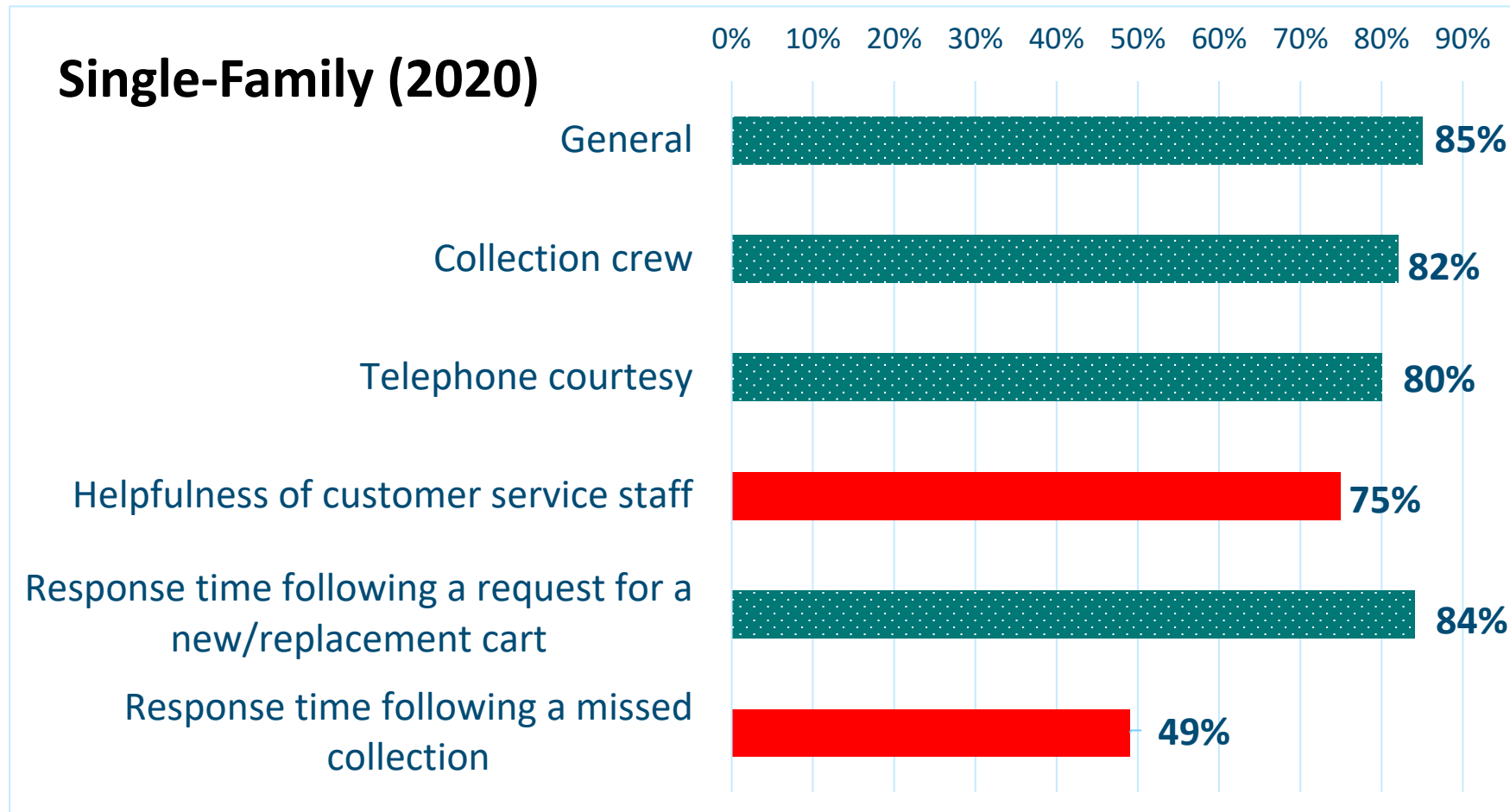
Direction Needed from Commission

Staff is seeking direction on the Commission's interest in quarterly updates on Republic Services' action plan to meet customer satisfaction requirements regarding response time following missed collections.



Annual City Customer Survey Data

– **Not** Available on Quarterly Basis



Quarterly Data Available From Republic Services

- Number of missed pick ups
- Number of missed pick ups subject to performance fee
- Satisfaction with response time following missed collection

Direction Needed from Commission

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