

Republic Services Action Plan

Environmental Services Commission Update

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Direction Needed from Commission

- No action by the Commission is required. This is an informational briefing.



Agenda

1. Background
2. Missed collections
3. Next steps



Background

- Republic Services provides garbage, recycling and composting services to 30,500 single-family residences and 1,750 multi-family/commercial facilities
- Contract valued at \$27 million annually
 - Year 2 of 7-year contract extension (2021-2028)
- Solid waste is a fully outsourced service including customer care.



2021 City Survey Results

- City conducts annual survey to gauge customer satisfaction. 2021 survey results:
 - Republic achieved standards in 5 of 6 areas surveyed
 - Republic did not meet standard for missed collections, so required to implement Action Plan to improve in this area



Action Plan

Strategies in Republic's Action Plan

- **Strive to reduce missed collections**
 - “Route Ready” implementation: same driver, same route to improve collection reliability
- **Focus on staff training**
 - Customer service and drivers
 - Ensure drivers get information in a timely manner
- **Engage customers**
 - Better educate customers on the related billing credit when a missed collection is not picked up in 24 hours



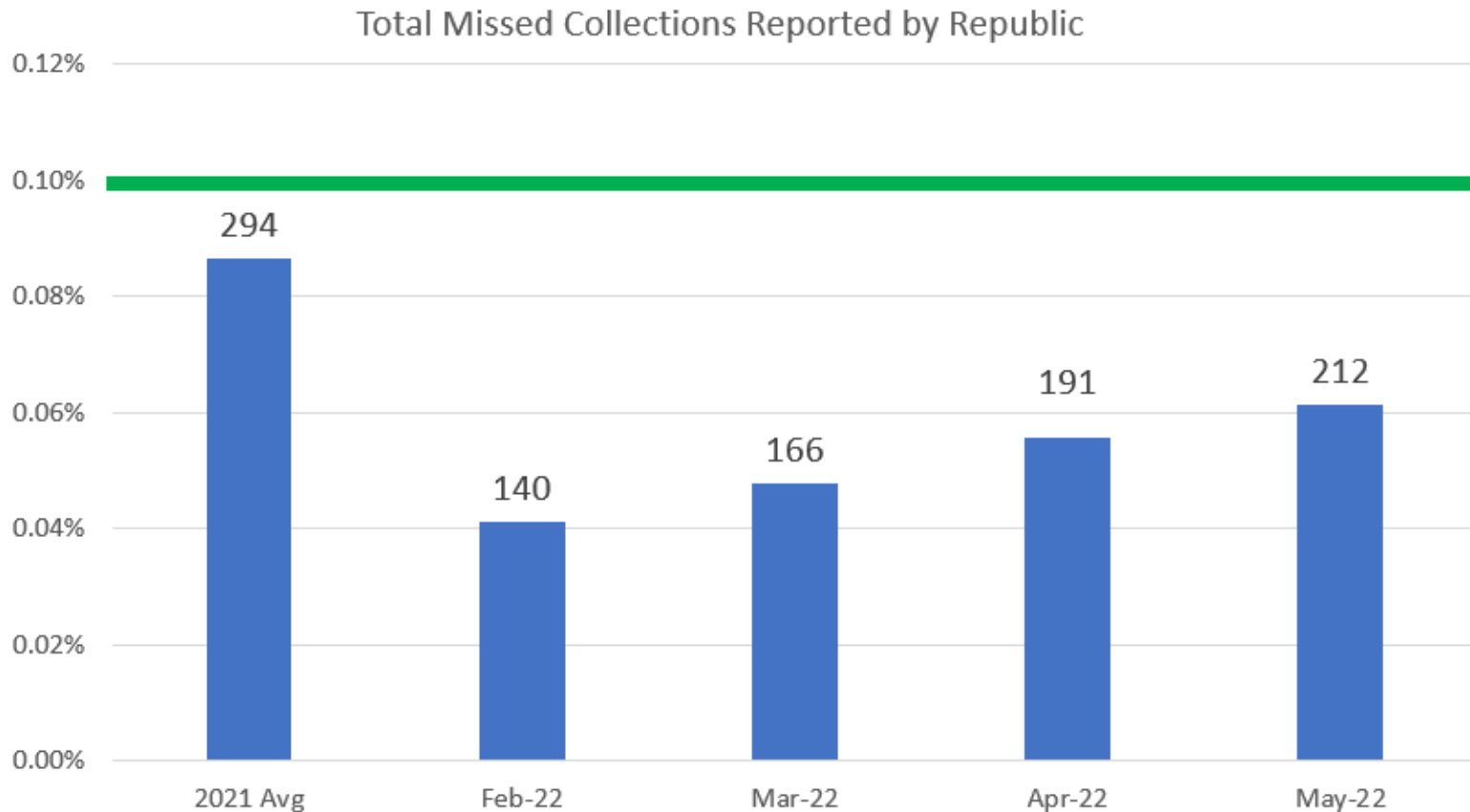
Action Plan Metrics

- Republic's on-going performance data
 - Total missed collections
 - Missed collections subject to fee
- Republic conducts bimonthly surveys
 - Focus on improving satisfaction with response time to missed collection
- City analyzes trends over the year

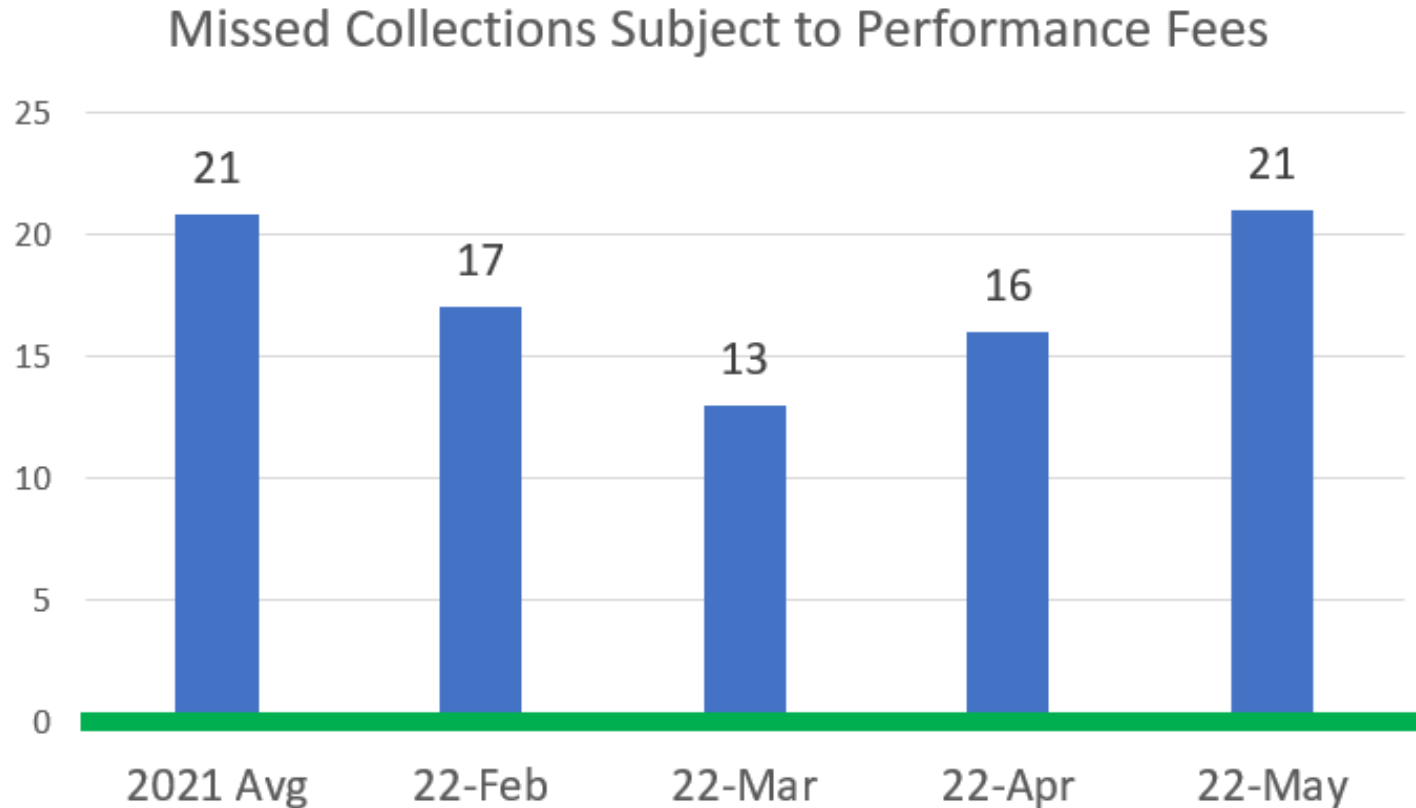


Total Missed Collections

Target is no more than 1 missed collection per 1,000 lifts (0.10%)

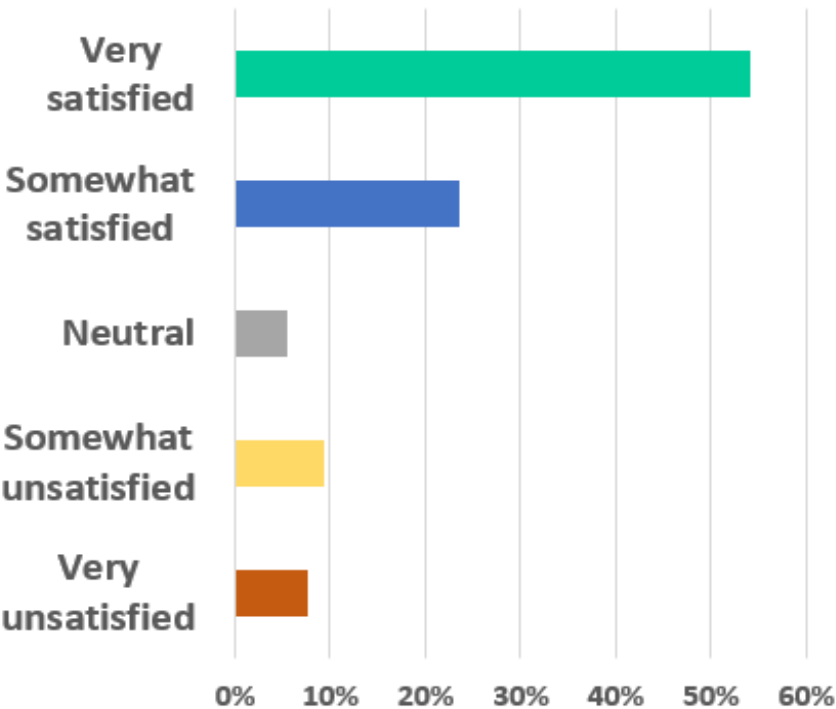


Missed Collections Subject to Performance Fee

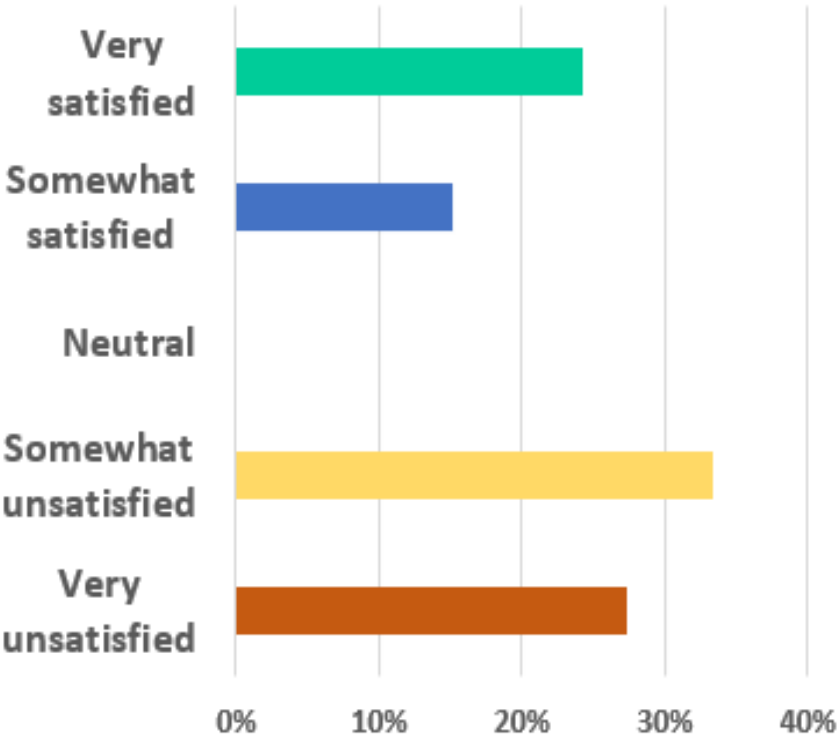


Republic's Survey

Overall Satisfaction



Satisfaction with Missed Collections



Next Steps

- The City will continue to work with Republic Services to meet performance targets for responding to missed collections.
- Next annual customer survey to be conducted this summer.
- Next update at September ESC meeting.



Questions?



Thank you!



