

Solid Waste Collection Contract Update

2023 Republic Services Action Plan

Jon Gire, Utilities Solid Waste Program Manager

April 6, 2023



Direction Needed from Commission

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



Agenda

1. Background
2. Republic Services Action Plan
3. Next steps



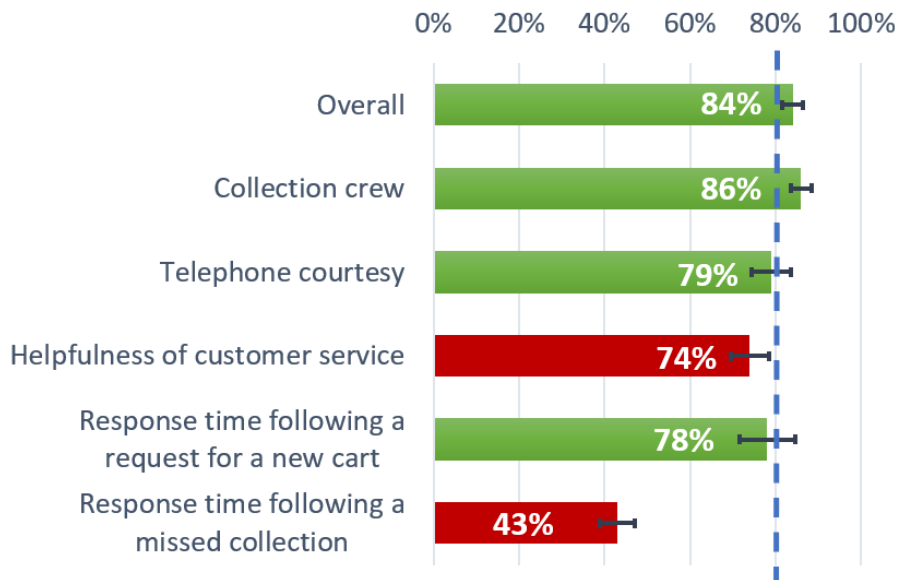
Background

- Republic Services provides garbage, recycling and composting services to 30,500 single-family residences and 1,750 multi-family/commercial facilities
- Contract valued at \$30 million annually
 - Year 2 of 7-year contract extension (2021-2028)
- City conducts annual survey to gauge
 - Awareness of recycling and compost services
 - Customer satisfaction

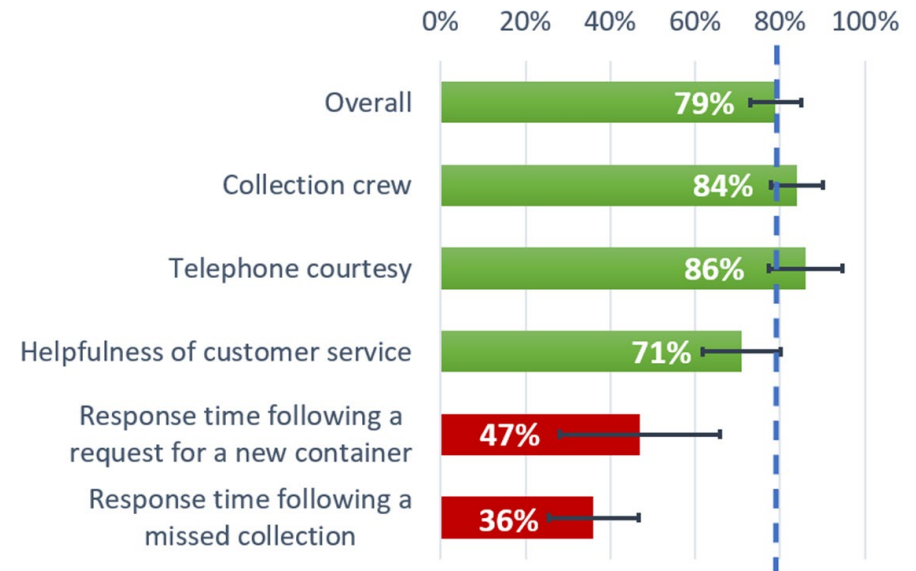


Customer Satisfaction 2022 Survey Results

Single-Family



Multi-Family/Commercial



Required Action Plan

Strategies to improve:

- Helpfulness of customer service staff for single-family sector,
- Response time following a request for a new container for multi-family/commercial sector,
- Response times following a missed collection.



Republic Services Action Plan



Customer Service Helpfulness

Improvement strategies:

- Refine training for new staff
 - Ensure clarity on information specific to Bellevue
- Reference tool for Customer Service Representatives
 - Continuous improvement



Container Delivery

Improvement strategies:

- Adapt to supply chain challenges
 - Establish alternate vendor
- Improve internal coordination and organization



Collection Services



Operational scope:

- 350,000 collections/month
- 110,000 tons hauled each year
- Fleet of 33 collection vehicles



Collection Services

Key Performance Indicators:

	Goal	2022 Action Plan Results	Year-over-year Change
Overall Missed Collections (Per Month)	Less than 350	216	 28%
Misses Subject to Fee (Per Month)	Zero	14	 33%



Collection Services

Improvement strategies:

- Continue operational tactics to reduce misses
- Additional coordination on Fridays
- Gather more customer feedback via Republic's informal surveys



Next Steps



Action Plan & Next Survey

- Track effectiveness of Action Plan
 - Key operational metrics reported, analyzed
 - Republic's bi-monthly customer surveys
- Annual survey in the Fall
 - Results reported to ESC



Questions?



Thank you!

