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City of Bellevue

# **2019 Annual solid waste collection contract review**

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November 7, 2019

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# AGENDA

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Results of annual customer surveys



Results of vehicle audit

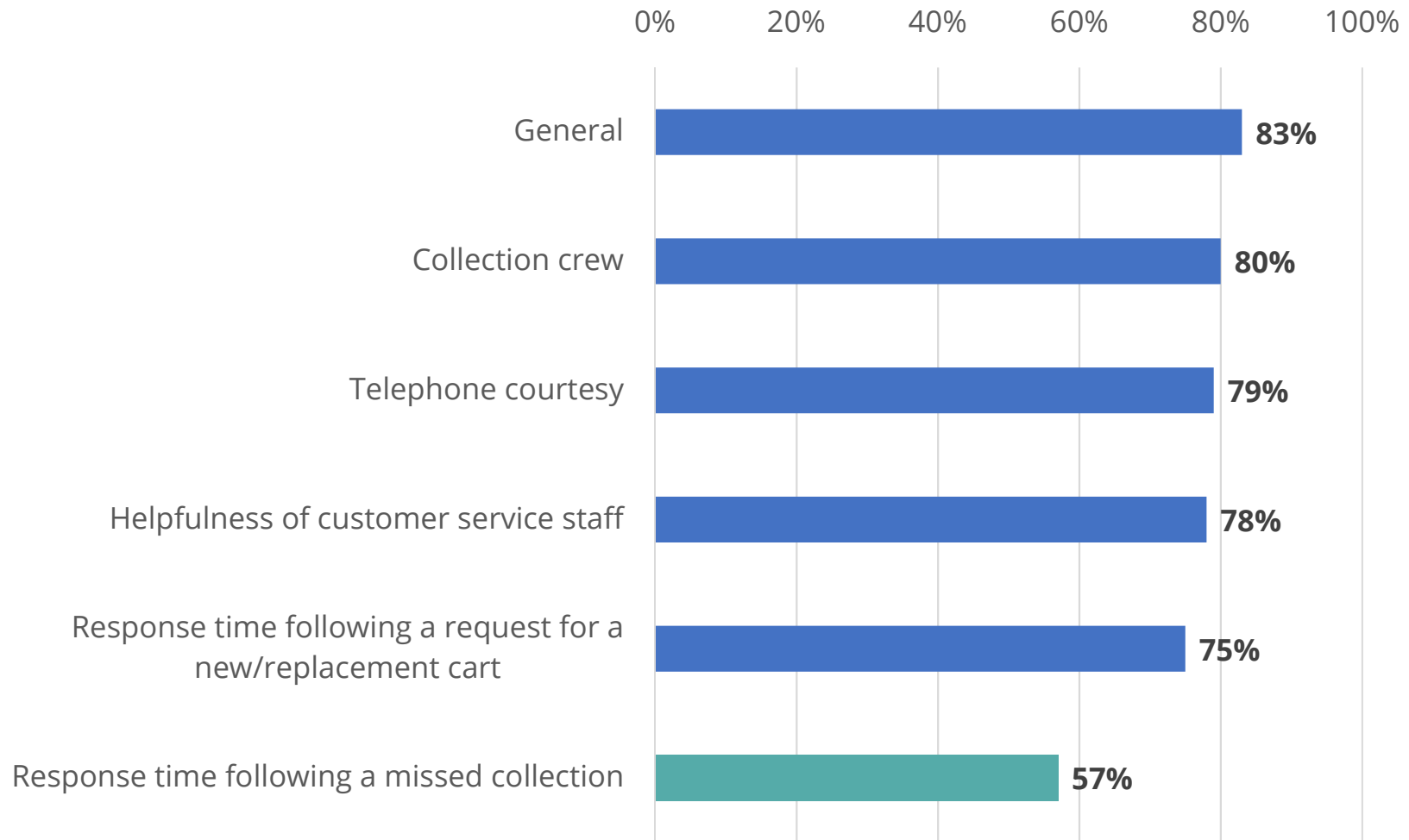


# **Annual surveys: Customer satisfaction**

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# Single-family customers

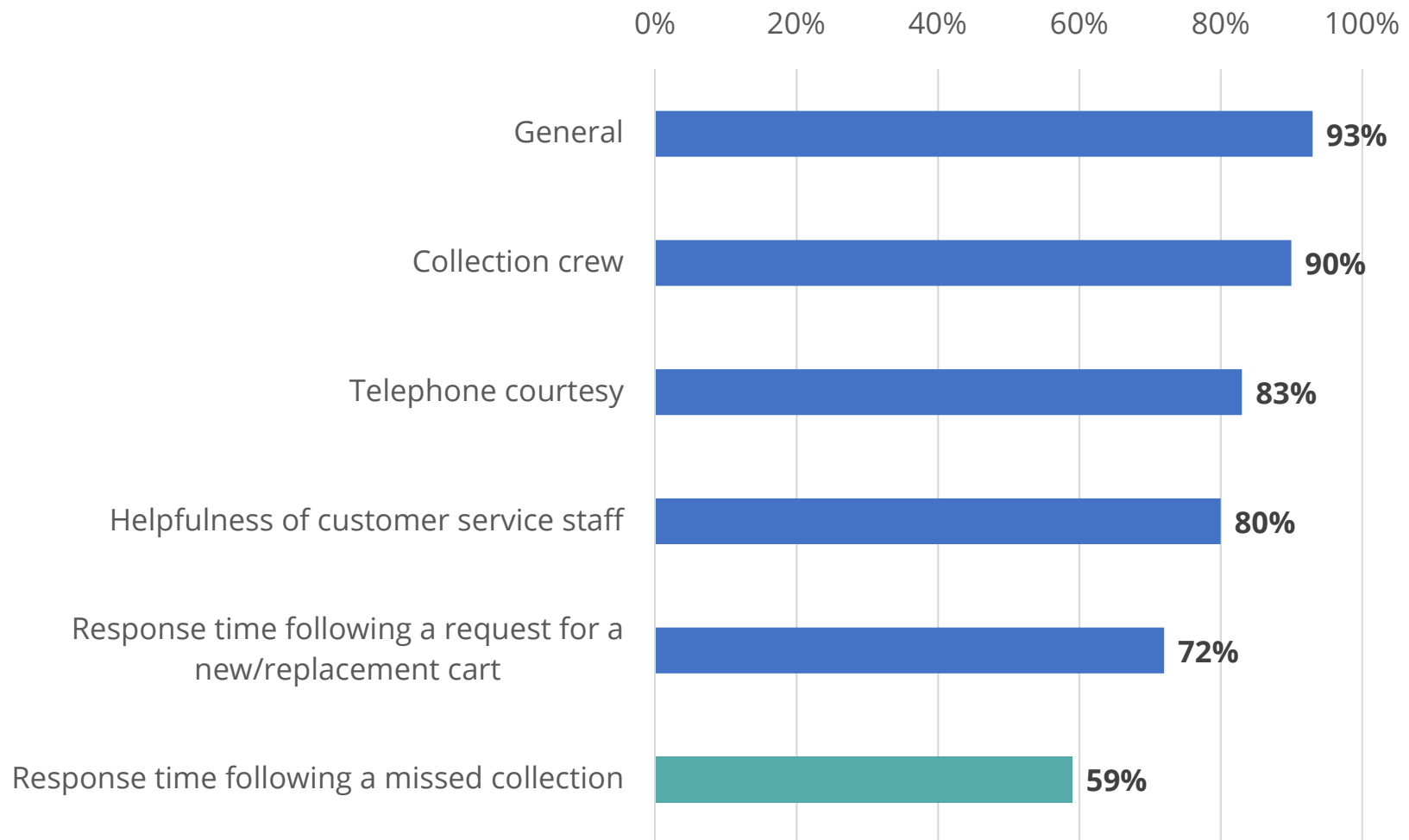
## *Satisfaction*



# Multifamily/commercial customers

## *Satisfaction*

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# Customer satisfaction

## ***Next steps***

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### *Republic Services*

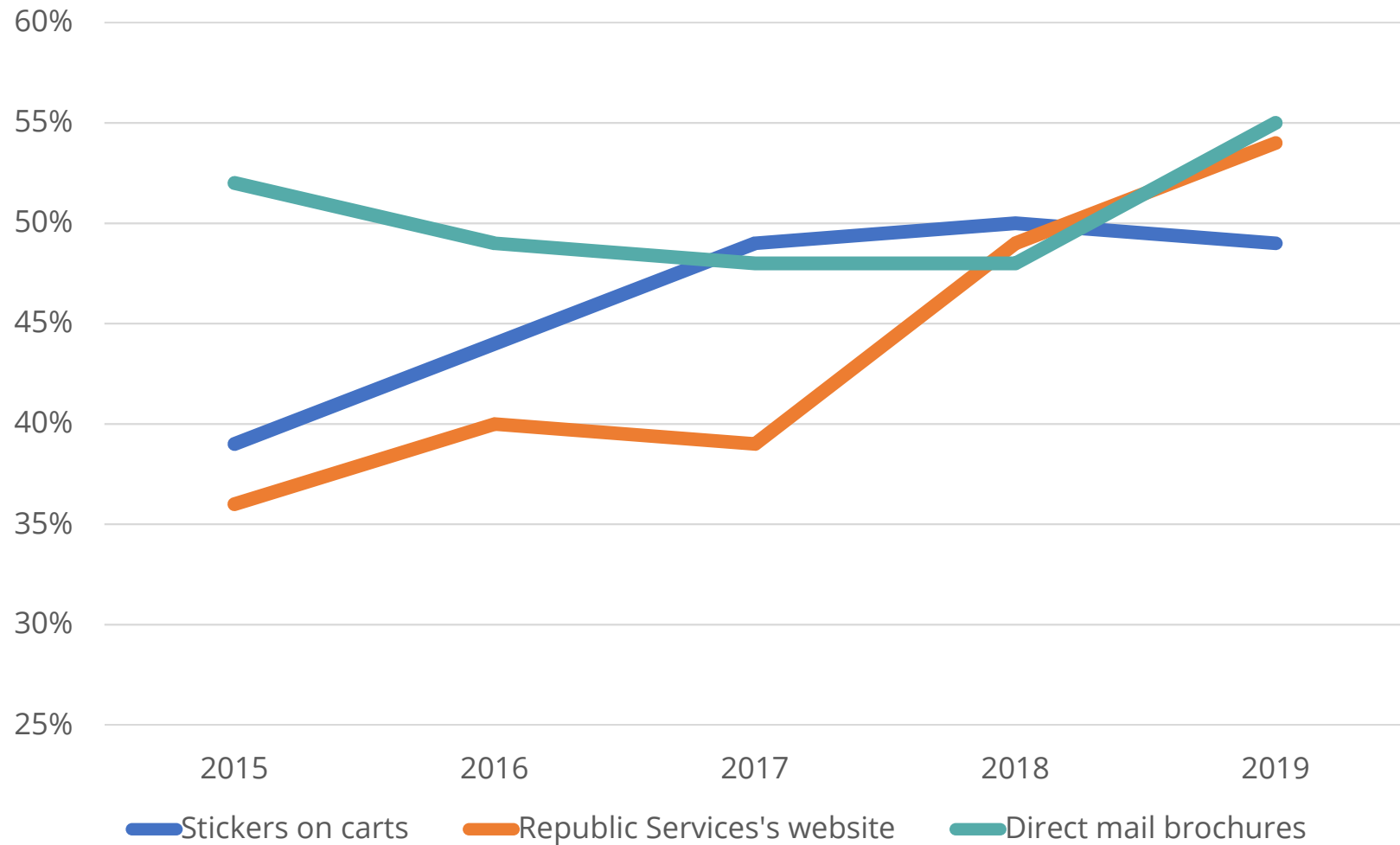
- Develop and implement an action plan to improve satisfaction with response time to missed collection
- Pay performance fee



# **Annual surveys: Recycling practices, preferences, and awareness of services**

# Single-family

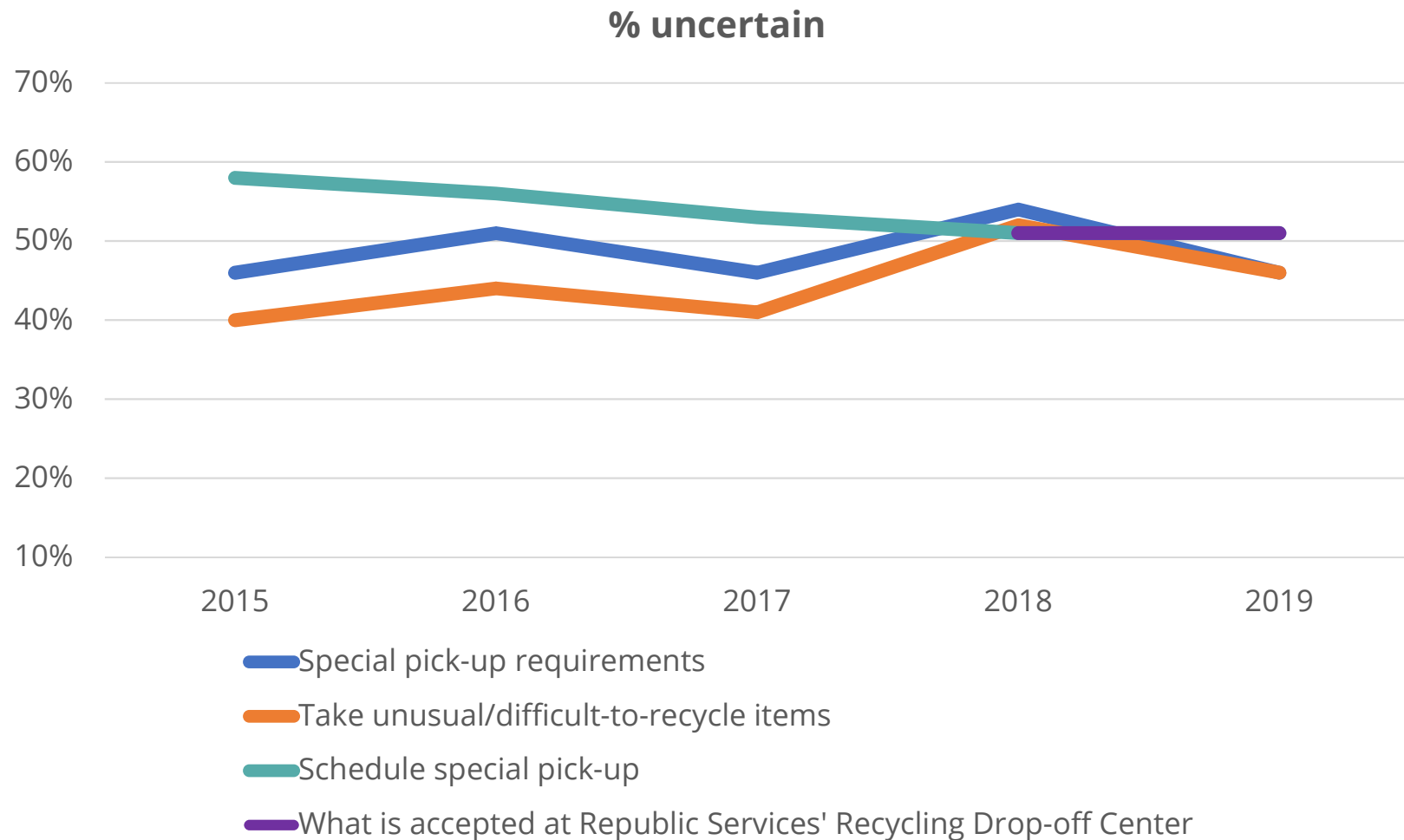
## *Preferred information modes*





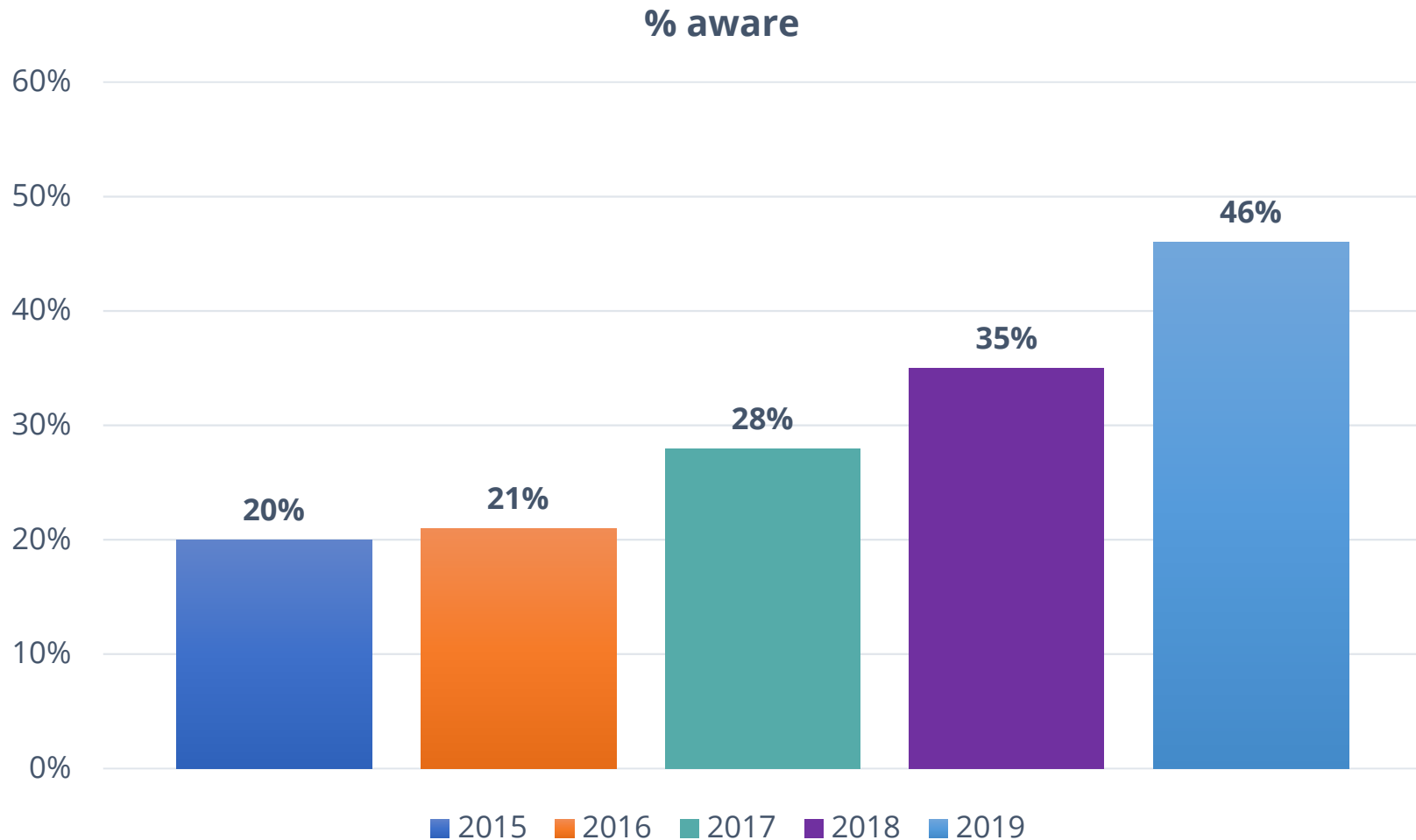
# Single-family

## *Understanding of collection procedures*

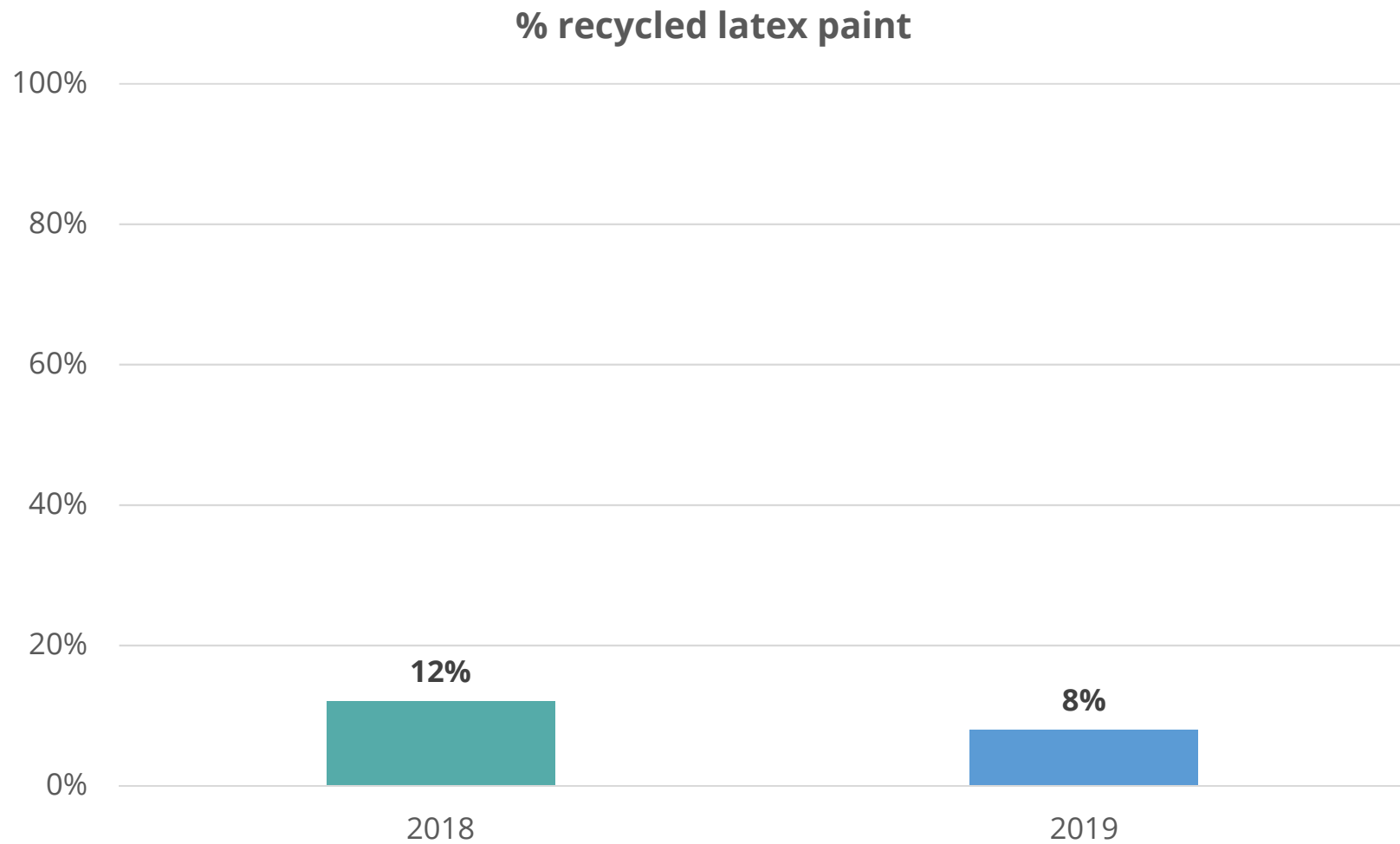


# Single-family

## *Awareness of Drop-off Recycling Center*

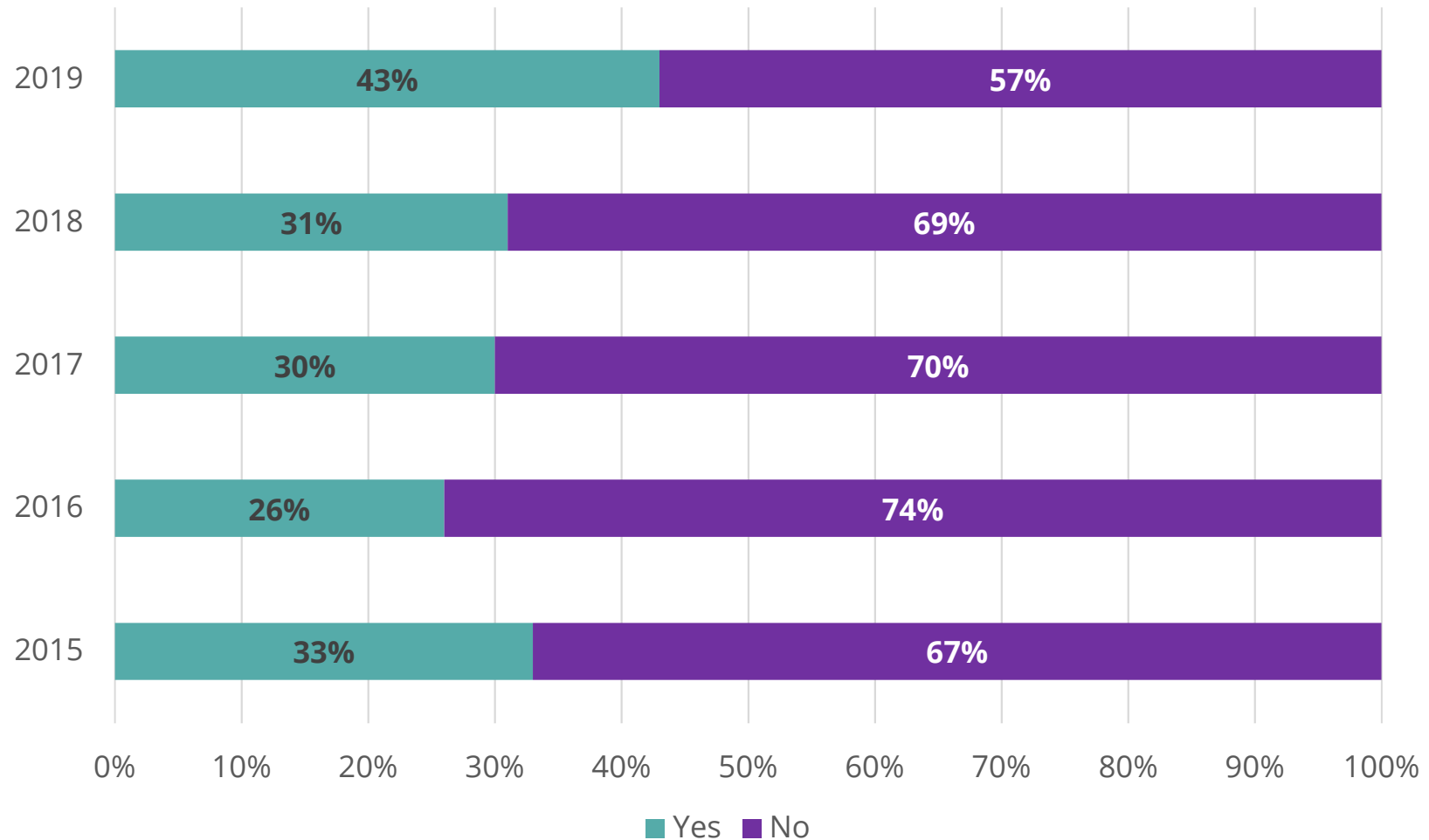


# Single-family *Latex paint recycling*



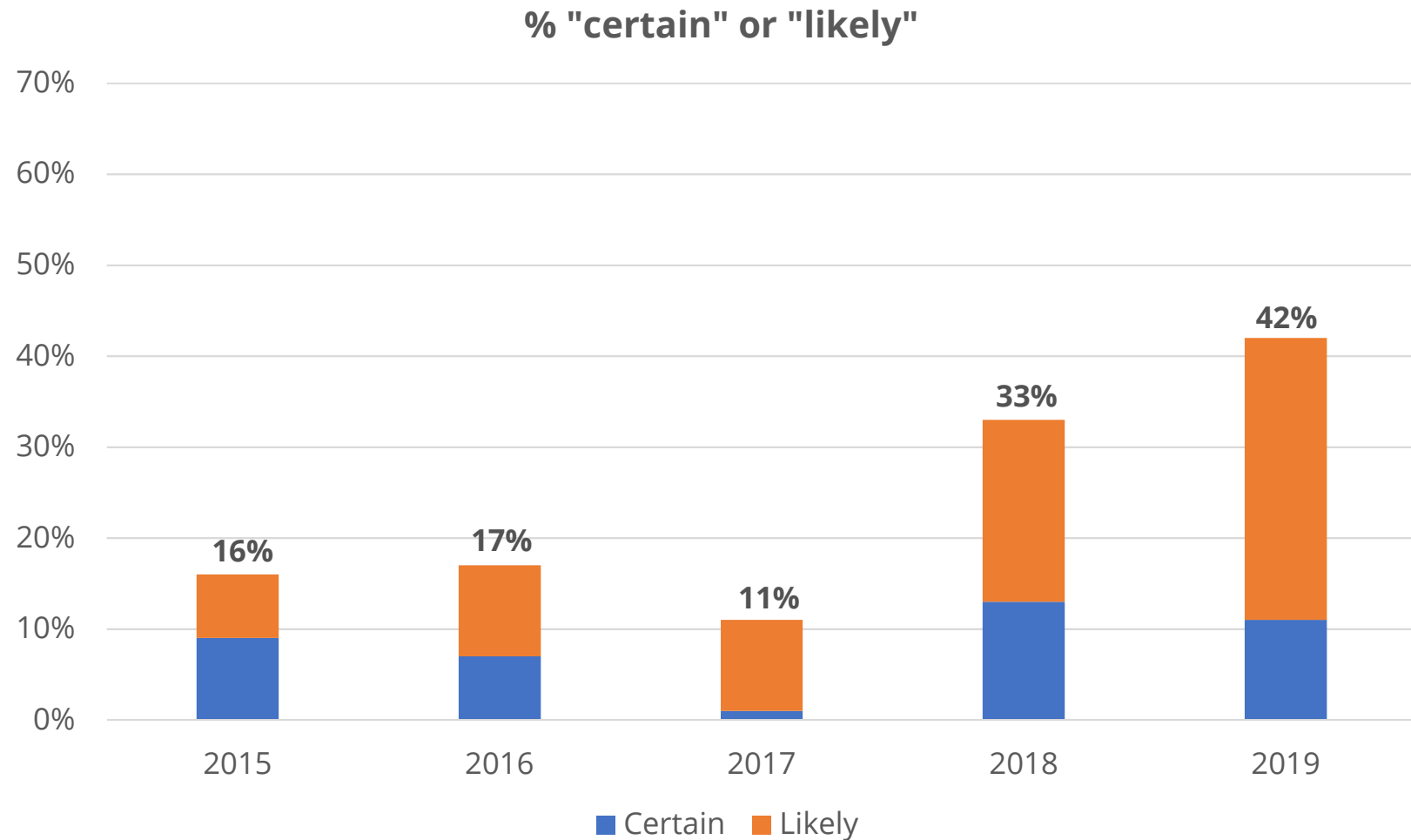
# Multifamily/commercial

## *Organics recycling participation*



# Multifamily/commercial

## *Interest in adding organics service*



# Multi-family/commercial

## *Preferences for recycling resources*

### Multifamily

- English-language posters (37%)
- Recycling needs assessment (34%)



### Commercial

- Indoor common area recycling containers (20%)
- Recycling needs assessment (20%)
- English-language posters (18%)

# Recycling Practices, Preferences, and Awareness

## *Next steps*

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### **Single family**

- Continue to develop preferred information modes
- Promote convenient options for recycling unusual items
- Encourage latex paint recycling and promote new latex paint product stewardship program

### **Multifamily/commercial**

- Improve marketing of recycling resources



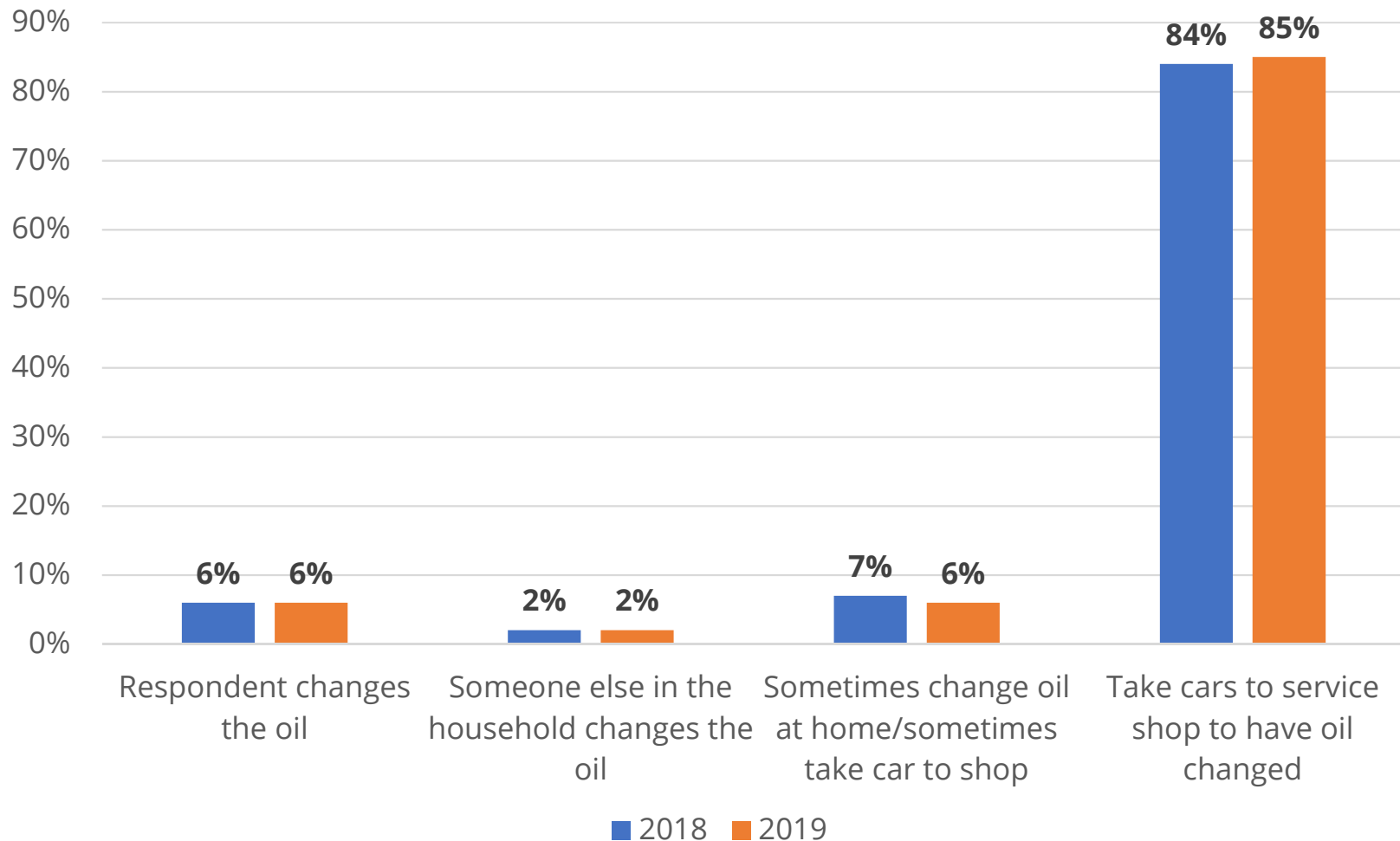
# **Annual surveys: Proper handling of household hazardous waste (HHW)**

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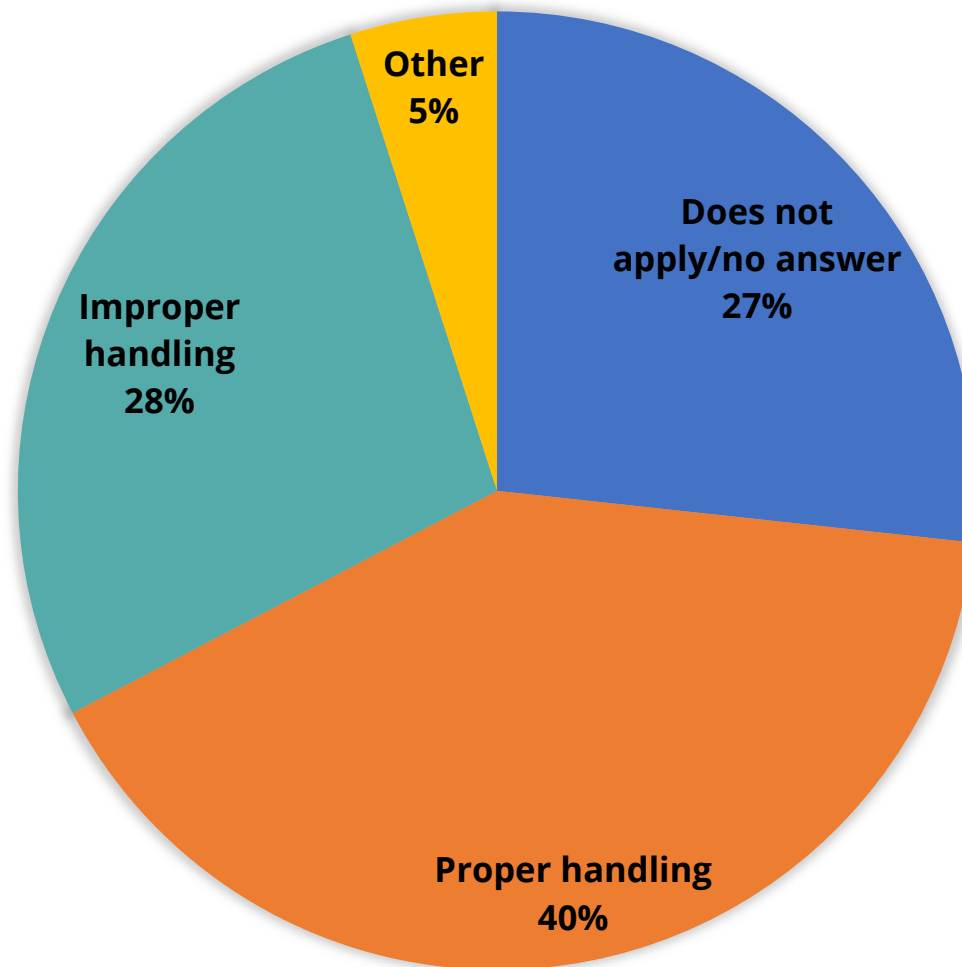
# Single-family

## *Handling of vehicle motor oil*



# Single-family *Handling of CFLs*

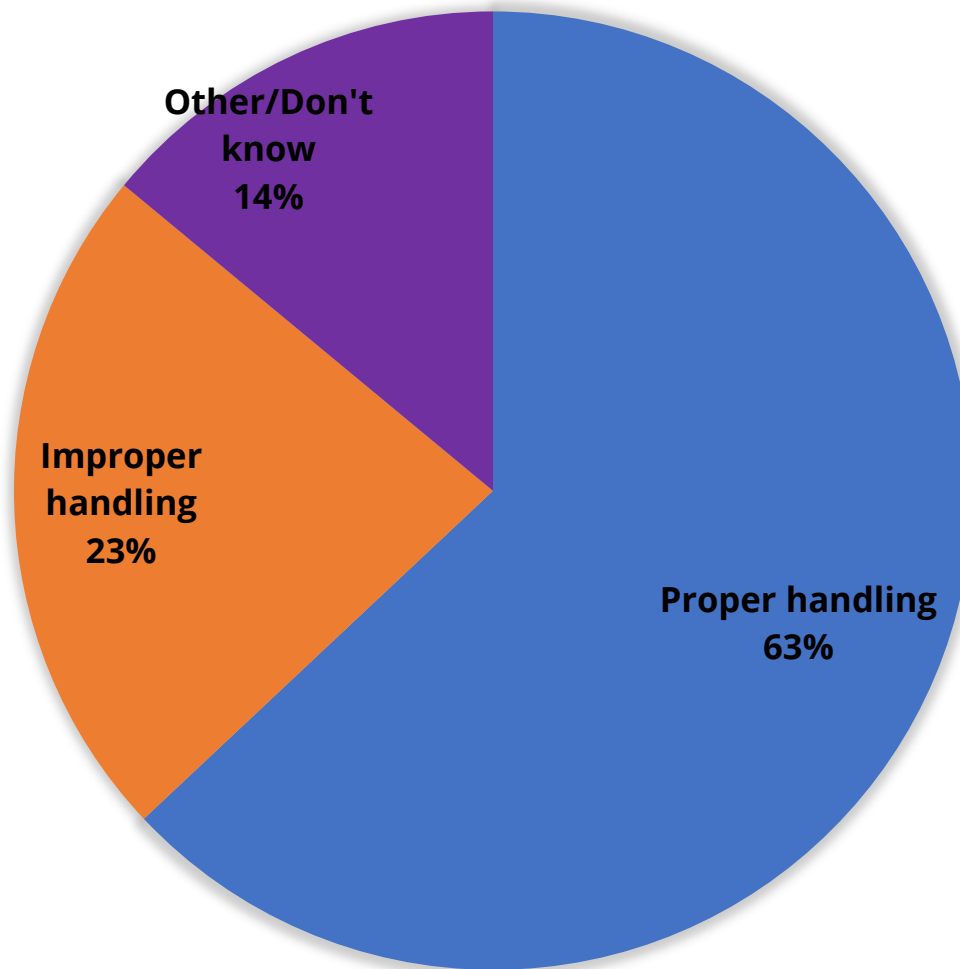
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# Single-family

## *Handling of medications*

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# Handling of HHW

## ***Next steps***

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- Increase customer education about proper handling of household hazardous waste
- Improve awareness and use of existing recycling “take back” programs



# **Annual contract performance review: Vehicle audit**

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# Vehicle audit

## *Results*

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### Compliant



- ✓ Clean and sanitary
- ✓ Safety markings
- ✓ Audible warning equipment
- ✓ Two-way communication equipment
- ✓ Integrated GPS, data tracking, and routing-monitoring system with photo and voice documentation
- ✓ Complete initial inventory of vehicles

### Noncompliant



- × Fleet too old
- × Excessive use of back-up/reserve vehicles
- × Missing placards with material collected
- × Missing nameplates with driver's name and phone number
- × Missing spill kits
- × Missing back-up cameras
- × Missing onboard scale
- × No reported changes to inventory
- × Annual inventory missing data

# Vehicle audit

## *Next steps*

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### *Republic Services*

- Develop and implement a Vehicle Compliance Action Plan
- Pay applicable performance fees



# Key takeaways

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- Found overall customer satisfaction high
- Collaborate to address service issues identified in survey and audit
- Incorporate customer preferences in future outreach efforts