

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

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Direction Needed from Commission

No action by the Commission is required. This is an informational briefing on Republic Services' action plan to meet satisfaction requirements on the 2021 solid waste customer surveys.



Bellevue Environmental Services Commission

February 4, 2021



Contractual Requirements

Missed Pick-Ups

- If a customer calls in a missed pick-up, via phone or the Republic Services phone app, Republic Services has 24-hours to return and collect the container
- Failure to do so results in a \$100 penalty and a free month of service for a Residential customer; one free week for Commercial customers
 - These are “Misses Subject to Performance Fees”

Customer Satisfaction Survey

- On the annual Customer Satisfaction survey, all questions must be have an 80%+ satisfaction score
- Penalty of \$50,000

Service Stats

- ~4,000,000 services per year
- 99.92% success rate with no customer call
- Or, customers called in missed service 0.08%
- Misses Subject to Performance Fees
 - 2019: 197
 - 2020: 250
 - Last 6 months, 66% occurred on Fridays

Process & Opportunities

Process

- Customer calls or reports miss on app
- Dispatchers view reported misses and contact drivers to go back before returning for the day
- For late afternoon/evening calls, dedicated driver goes to collect in the evening

Opportunities

- Vast majority of failures occur Friday afternoon
- Management must push Dispatchers and Drivers to guarantee all customer calls are covered
- Accountability for employees
- Driver training
- Sense of urgency from Management
- Customer service helpfulness missed by 0.1% -- ongoing training for reps

Timeline & Results

- Improved performance on missed pick-up recovery should result in higher customer satisfaction survey results
 - Next survey Summer 2021
 - Results in Fall 2021
 - Monthly customer survey results will help us get the temperature of our customers
- Monthly Goal: Single-digit misses subject to performance fees
 - Achieved 3 times in 2020, 4 times in 2019

Questions?

