

DATE: February 3, 2022
TO: Environmental Services Commission
FROM: Jon Gire, Utilities Solid Waste Program Manager
SUBJECT: Republic Services Update

ACTION REQUIRED

No action required. This is an informational briefing by Republic Services (Republic), the City's solid waste collection vendor.

BACKGROUND / ANALYSIS

Bellevue Utilities outsources solid waste collection services including the related customer service functions to Republic under the 2014 Comprehensive Garbage, Recyclables, and Organics Contract.

This update summarizes Republic's response to the inclement weather and labor disruptions that occurred over the past month.

- December 27, 2021-January 4, 2022: Inclement weather/hazardous road conditions
 - December 27-31, 2021: Republic suspended all collection routes, serving only essential sites (e.g., health care facilities) that could be safely accessed.
 - January 3-4, 2022: Two-hour delay for all routes. Approximately 90% of routes completed.
- January 5, 2022: Republic set up two free waste drop-off sites at Bannerwood Sports Park and North Bellevue Community Center.
- January 12-15, 2022: Labor disruption. Republic suspended all residential collection routes. Commercial accounts were served on Saturday, January 15.
- January 16, 2022: The City asked Republic to set up a free waste drop-off site at their office location.
- Republic resumed normal collection services for all customers on January 17, 2022.

The magnitude and sequence of solid waste service disruptions made for a challenging, frustrating month for the Bellevue community. In response to the disruptions, Republic activated contractual contingency plans that included customer communications and service modifications to allow customers to set out material accumulated since their previous collection on their next service day at no additional charge.

During both disruptions, Republic communicated general service updates to customers via robocalls and its Bellevue website (www.RepublicBellevue.com). The City amplified Republic's service messages on the City's communications and social media channels as updates were received.

Republic staff will brief the Commission on the recent service disruptions, including sharing collection data and information on its customer service response efforts. Republic will also discuss what improvements they will consider for customer communications, response and recovery when the next service disruption occurs.

NEXT STEPS

Utilities is working with Republic to assure applicable credits will be given to Bellevue customers because of missed collections after the inclement weather event as well as lessons learned.

POLICY ISSUES

N/A

FISCAL IMPACT

N/A