



MEMORANDUM

DATE: July 7, 2022
TO: Environmental Services Commission
FROM: Jon Gire, Solid Waste Program Manager
Cheryl Paston, Utilities Policy Advisor
SUBJECT: Republic Services Action Plan Update

ACTION REQUIRED

No action required. This is an informational briefing

BACKGROUND / ANALYSIS

As part of the City's annual review of Republic Services' (Republic) performance under the 2014 Comprehensive Garbage, Recyclables, and Organics Contract (Contract) the City conducted a customer survey in Summer 2021 to gauge:

- A. Satisfaction with Republic's services and
- B. Awareness of, and practices and preferences around, recycling and organics.

Republic must score at least 80% satisfaction for each customer satisfaction question, less the relevant margin of error to meet the minimum satisfaction levels established in the Contract. Republic did not meet minimum satisfaction scores in response time following a missed collection. As a result, Republic was obligated to develop an Action Plan (Plan) for improving customer satisfaction in this area.

Per the Commission's request, staff will provide a status update on the Plan. In addition, Republic's latest customer survey data on missed pickups and customer satisfaction ratings regarding response time following a missed collection will be reviewed.

POLICY ISSUES

N/A

FISCAL IMPACT

There is no fiscal impact associated with implementing the Plan.

ATTACHMENTS & AVAILABLE DOCUMENTS

None