

Republic Services Action Plan

Environmental Services Commission Quarterly Update

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June 3, 2021



City of Bellevue

Direction Needed from Commission

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



Agenda

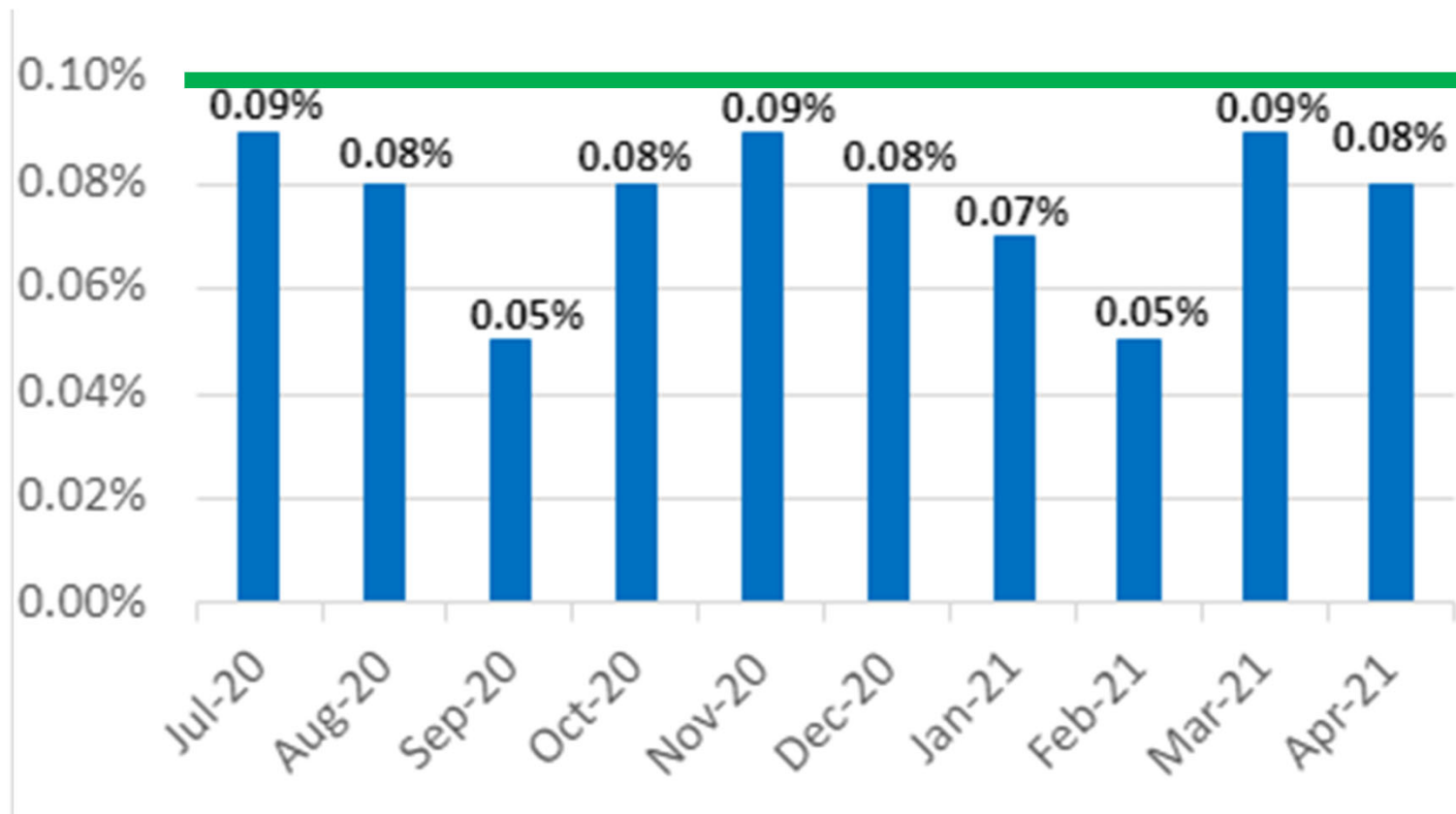
1. Republic Services staff training
2. Missed collections
3. Customer satisfaction with response time to missed collection

Republic Services staff training

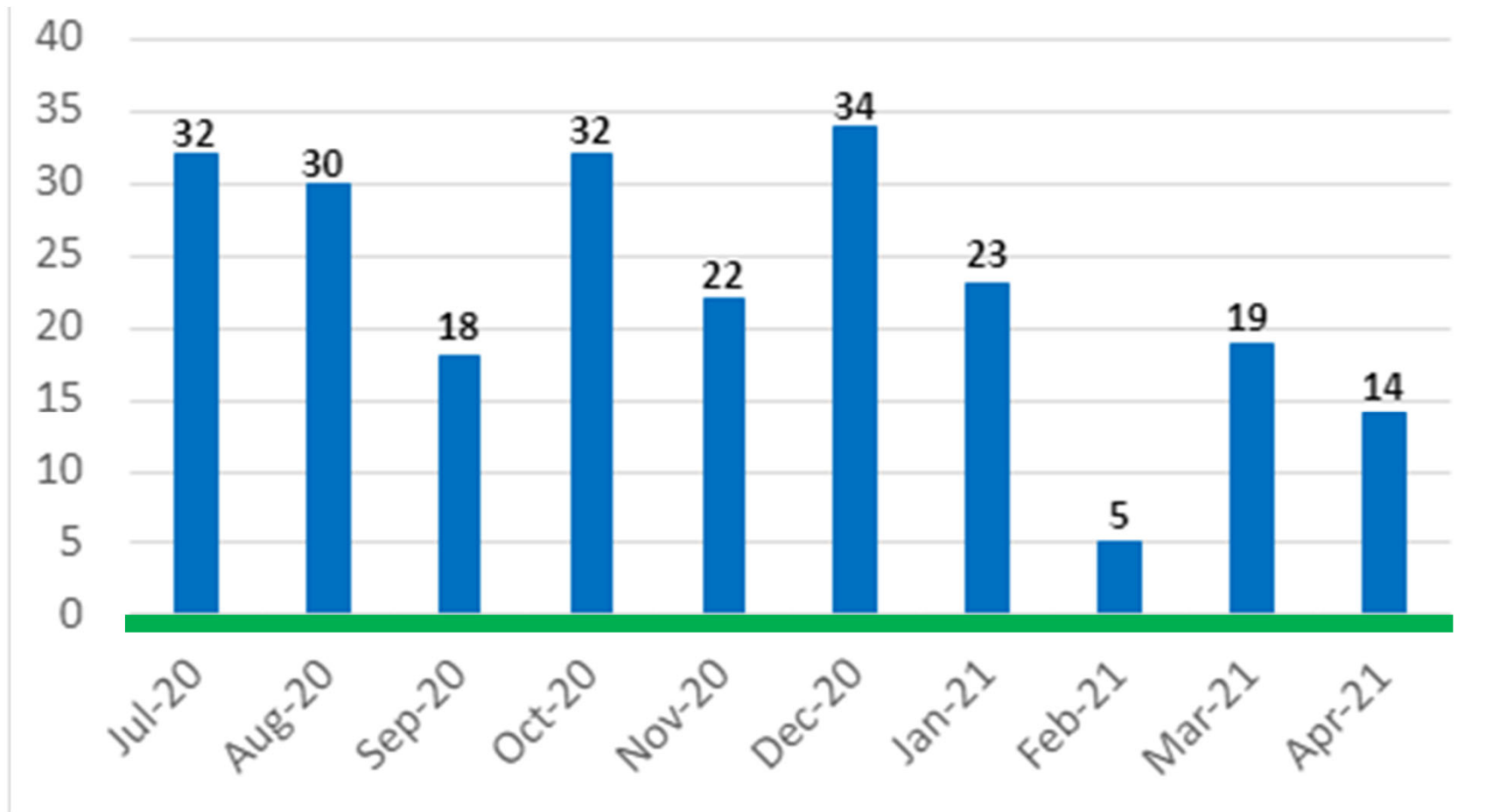
- Weekly Republic truck drivers meeting led by General Manager, Operations Manager and Operations Supervisor to review:
 - Missed pickup action plan
 - Customer service
 - Other topics (e.g. safety training, current topics)
- Missed pickup after 24-hour procedure
 - Drivers and dispatch staff meet with their supervisor to review procedure and identify missed communication.

Total Missed Collections

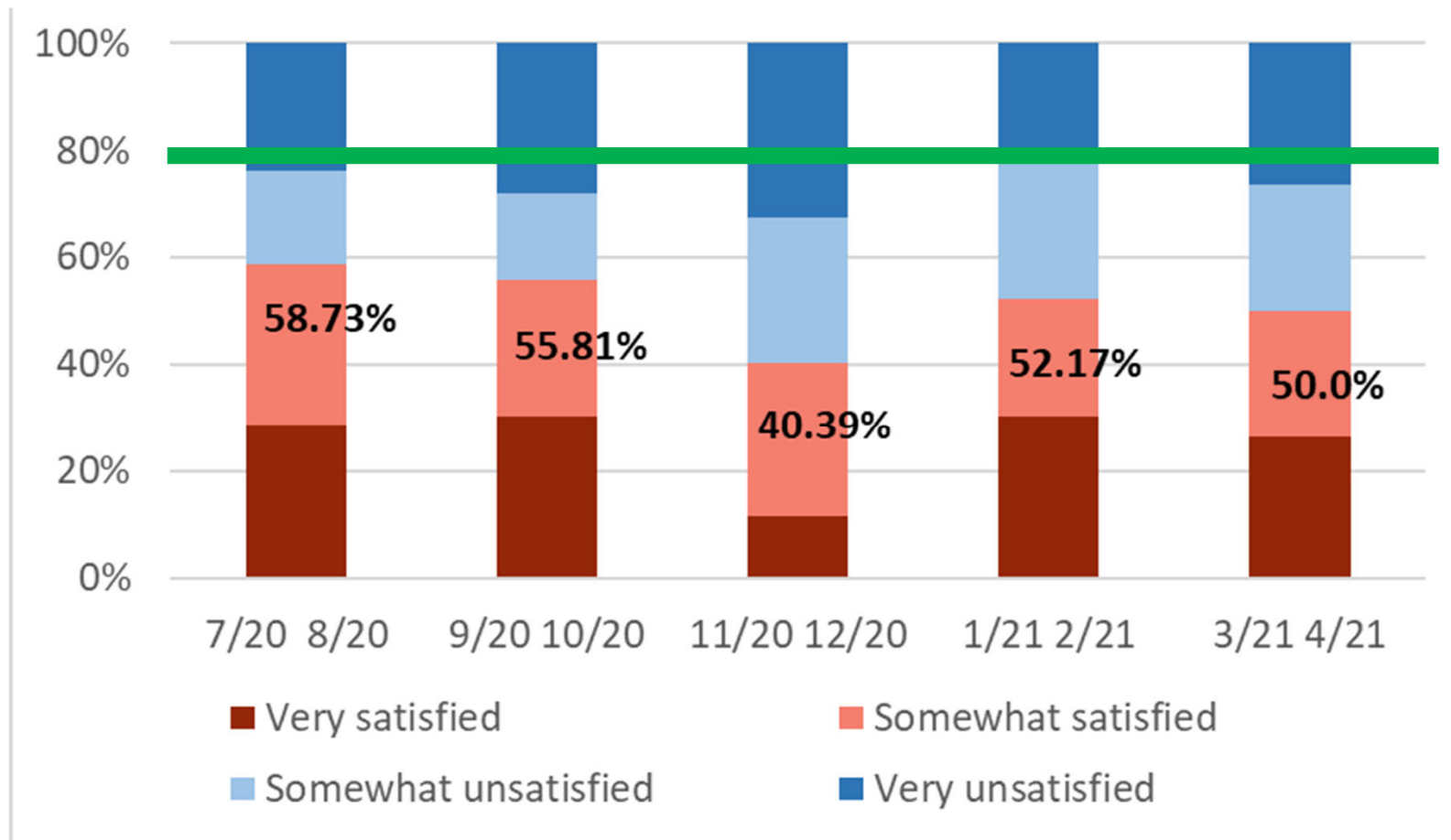
Target is no more than 1 missed collection per 1,000 lifts (0.1%).



Missed Collections Subject to Performance Fee



Customer satisfaction with response time following missed collection



Next Steps

- The City will continue to work with Republic Services to meet performance targets for responding to missed collections.
- Next quarterly update in October.