



MEMORANDUM

DATE: October 7, 2021
TO: Environmental Services Commission
FROM: Jon Gire, Utilities Solid Waste Program Manager
SUBJECT: Republic Services Action Plan Quarterly Update

ACTION REQUIRED

None. 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), in July 2020 the City conducted customer surveys to gauge:

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

To comply with the minimum satisfaction levels established in the Contract, Republic must score at least 80% satisfaction for each customer satisfaction question, less the relevant margin of error.

Republic did not meet minimum satisfaction scores in response time following a missed collection. Since Republic Services did not meet the minimum satisfaction ratings required by the Contract, Republic was required to develop and implement the an action plan (Plan) for improving customer satisfaction in this area.

Per the Commission's request, staff will provide an update on missed pickups and customer satisfaction with response time following a missed collection from bimonthly customer surveys conducted by Republic. Rich Rinehart, Republic's General Manager – Bellevue/Lynnwood, will discuss the status of the Plan and opportunities to further improve and sustain a high customer satisfaction rating.

POLICY ISSUES

N/A

FISCAL IMPACT

There is no fiscal impact associated with implementing the Plan.