

Republic Services Action Plan

Environmental Services Commission Quarterly Update

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City of Bellevue

Direction Needed from Commission

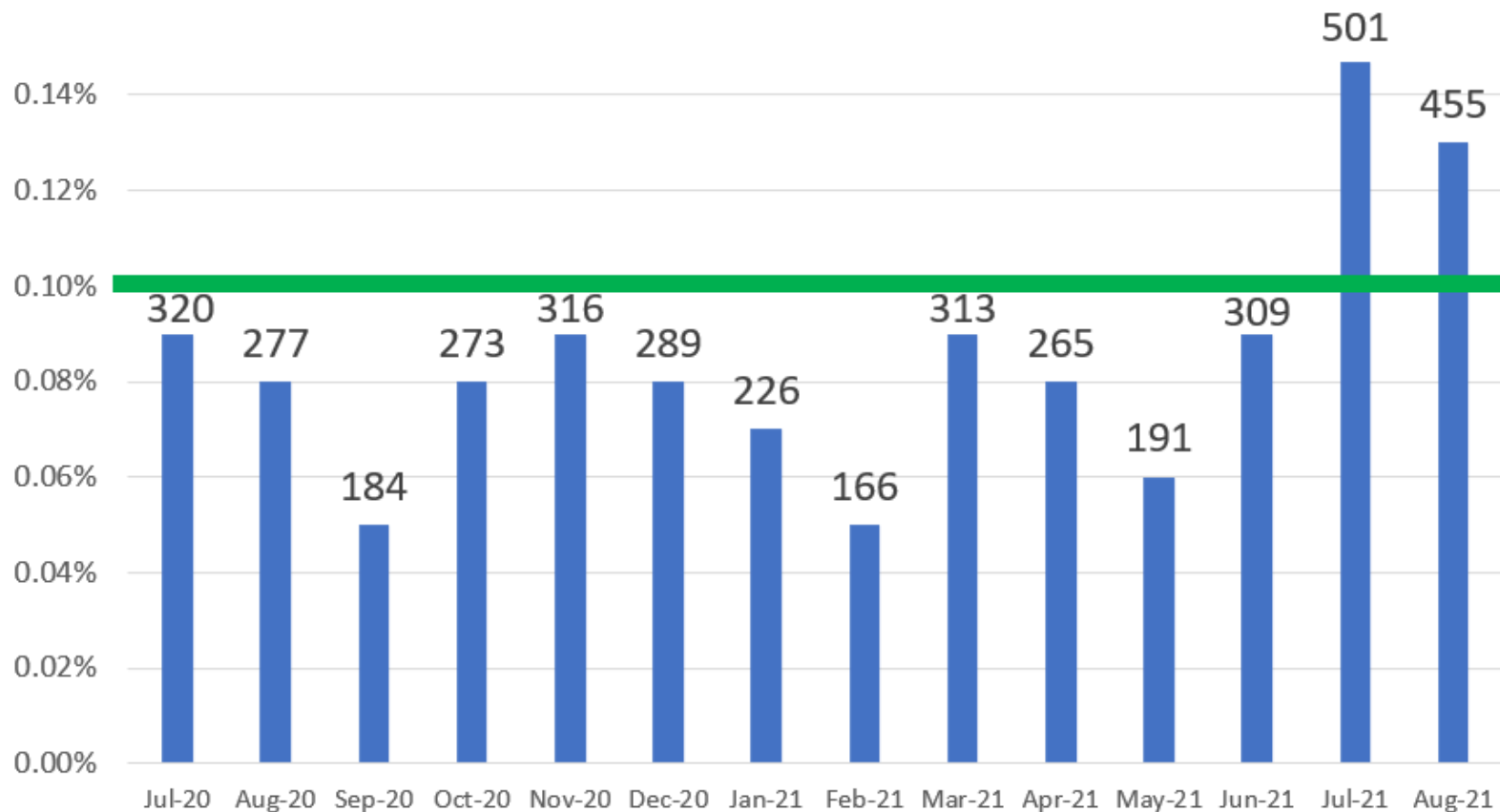
- No action by the Commission is required. This is an informational briefing.

Agenda

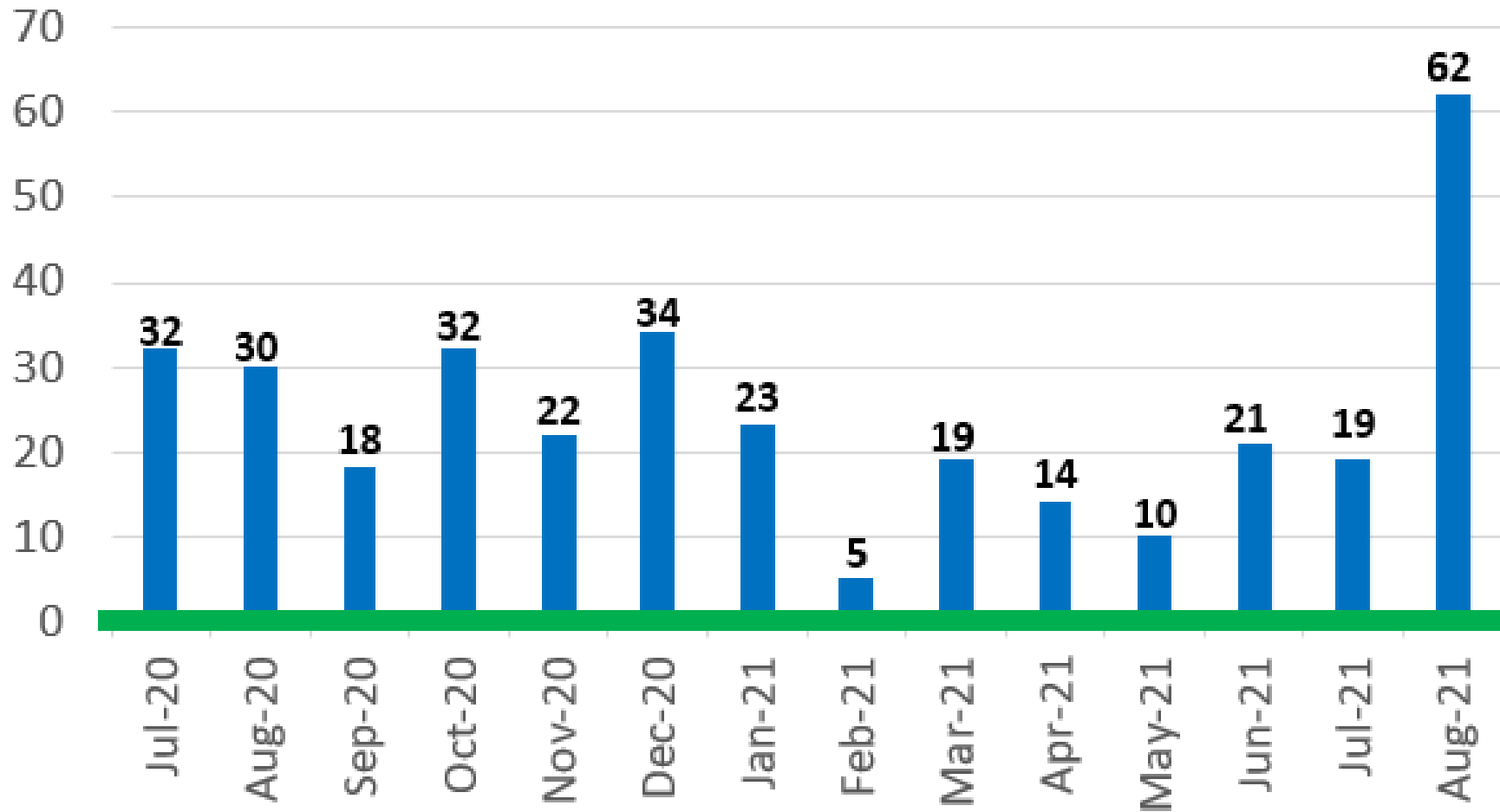
1. Introduce
Republic's new
General Manager
2. Missed collections
3. Customer
satisfaction with
response time to
missed collection
4. Next steps

Total Missed Collections

Target is no more than 1 missed collection per 1,000 lifts (0.10%)



Missed Collections Subject to Performance Fee

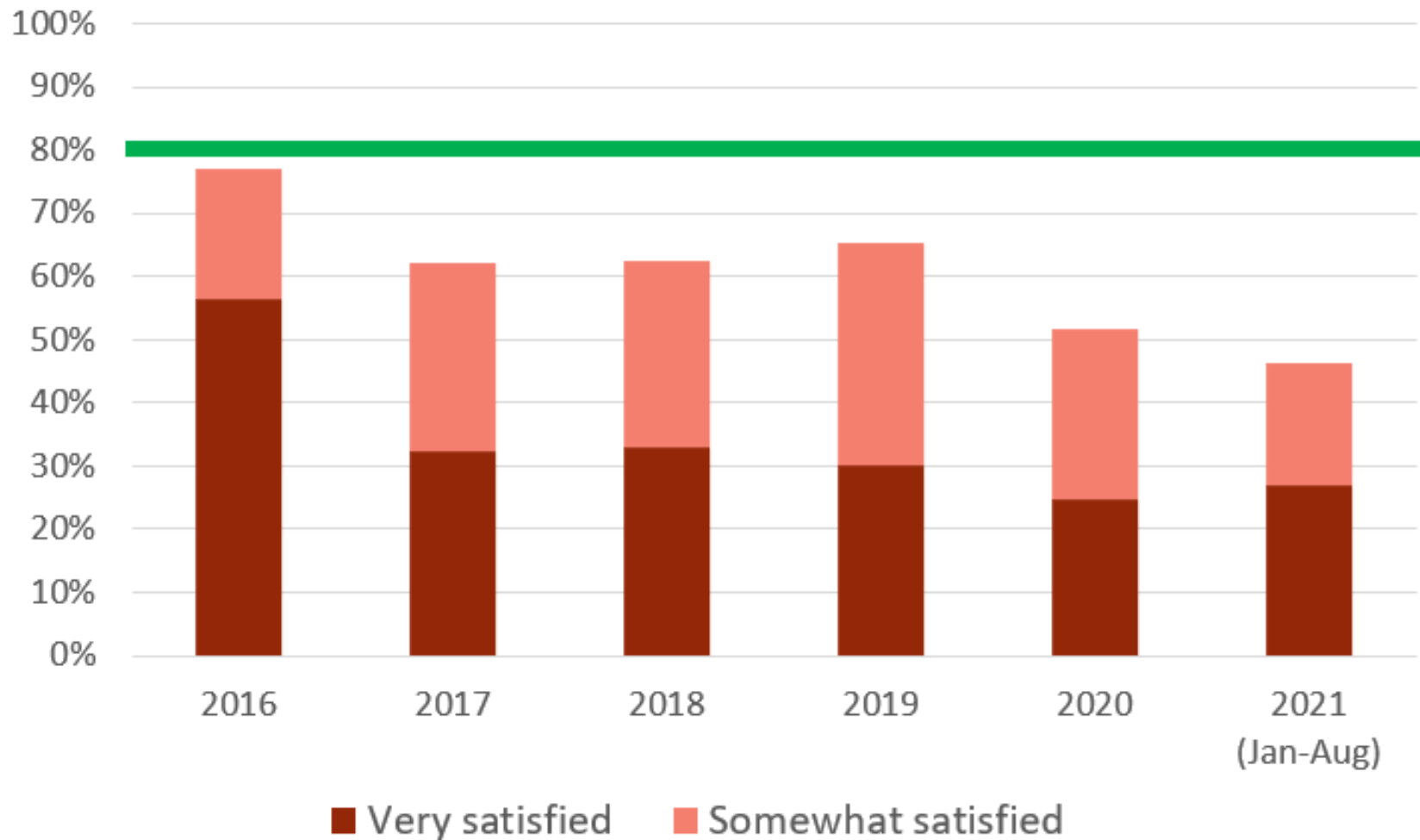


Missed Collections Subject to Performance Fee

Customer Impact since April:

- Total of 126 misses subject to performance fee:
 - 65% (82 misses) Residential Single-Family
 - 35% (44 misses) Commercial/Multi-Family
- Over 30,000 addresses served each month
- Over 1,500,000 container pick-ups since April

Customer satisfaction with response time following missed collection



Status of Action Plan



We'll handle it from here.™

Republic Services continues to implement the missed collections plan by:

- **Striving to reduce missed collections**
 - Challenges with staffing
 - “Route Ready” implementation: same driver, same route to improve collection reliability
- **Focusing on staff training**
 - Customer service and drivers
 - Ensure drivers get information in a timely manner

Next Steps

- The City will continue to work with Republic Services to meet performance targets for responding to missed collections.
- Annual Solid Waste Survey results to the Commission in November.

Questions?



Thank you!

