

# 2021 Annual Solid Waste Collection Contract Review

Annual customer survey results

Jon Gire, Utilities Solid Waste Program Manager

November 4, 2021



City of Bellevue

# Direction Needed from Commission

---

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

# Agenda

---

1. Background
2. Survey results: Customer awareness of services
3. Survey results: Customer satisfaction with services
4. Next steps

# Background

---

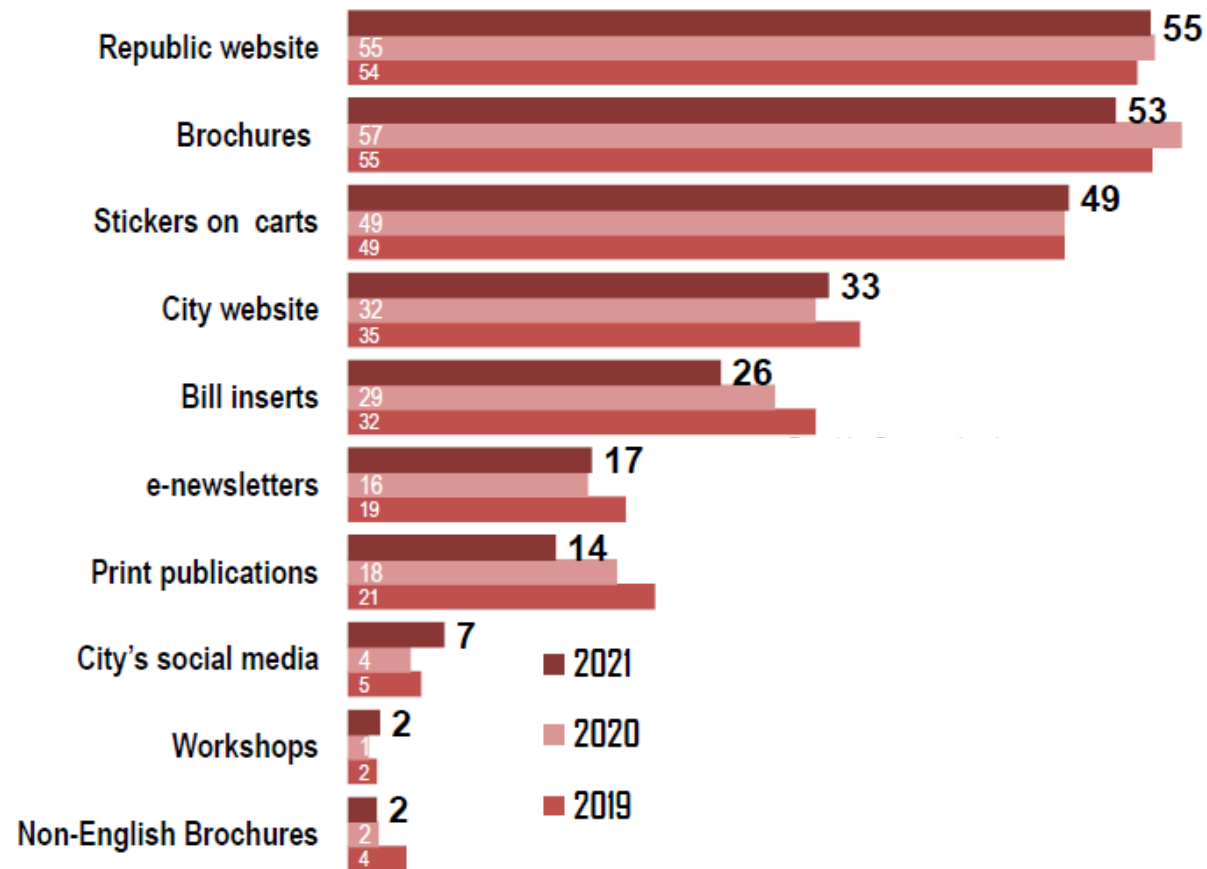
- Republic Services provides garbage, recycling and composting services to 30,500 single-family residences and 1,750 multi-family/commercial facilities
- Contract valued at \$27 million annually
  - Year 1 of 7-year contract extension (2021-2028)
- City conducts annual survey to gage
  - Awareness of recycling and compost services
  - Customer satisfaction

---

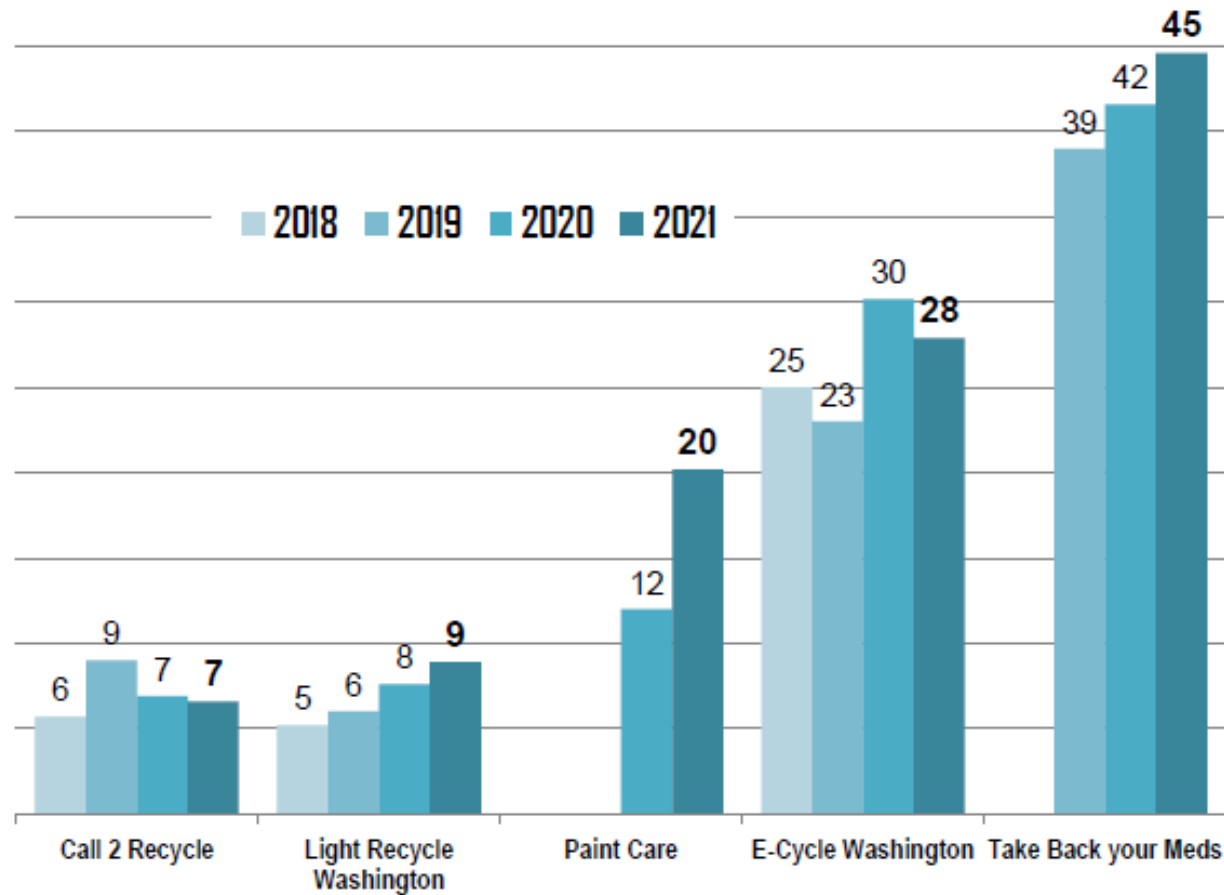
# **Recycling & Composting Practices and Awareness of Services**



# Single-family Preferred Information Modes

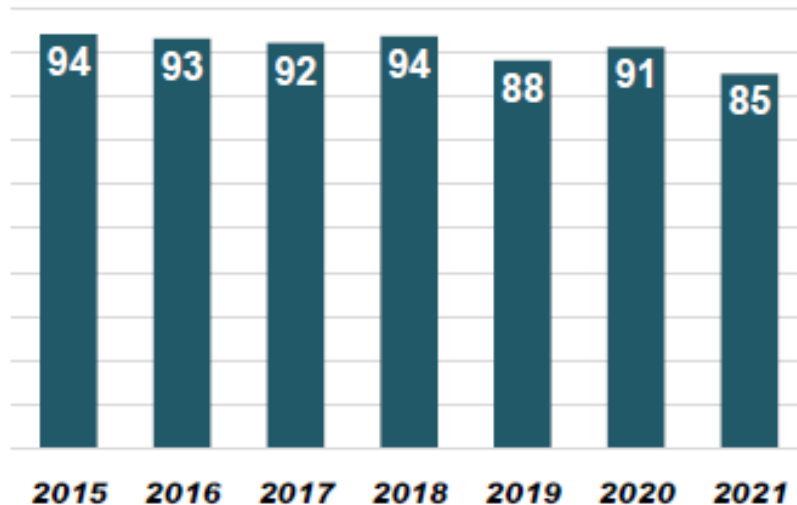


# Single-family Percent Aware of Take-back Programs

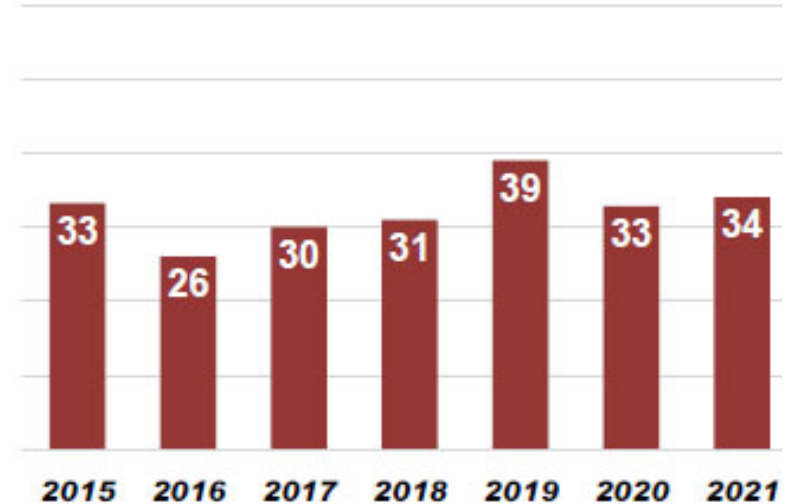


# Multifamily/Commercial Service Respondents

Recycling Services\*



Compost Services\*



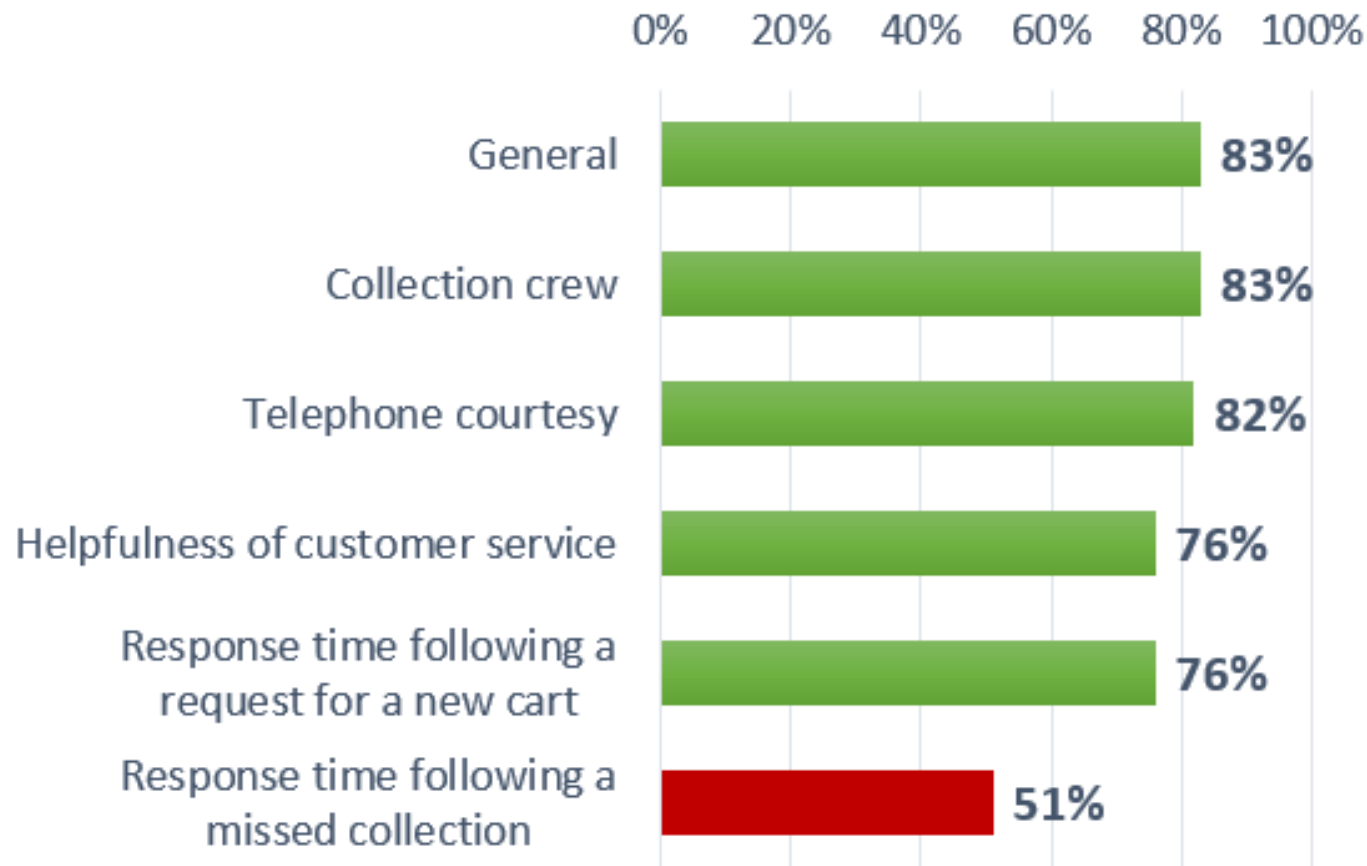
\*Percent Participation

---

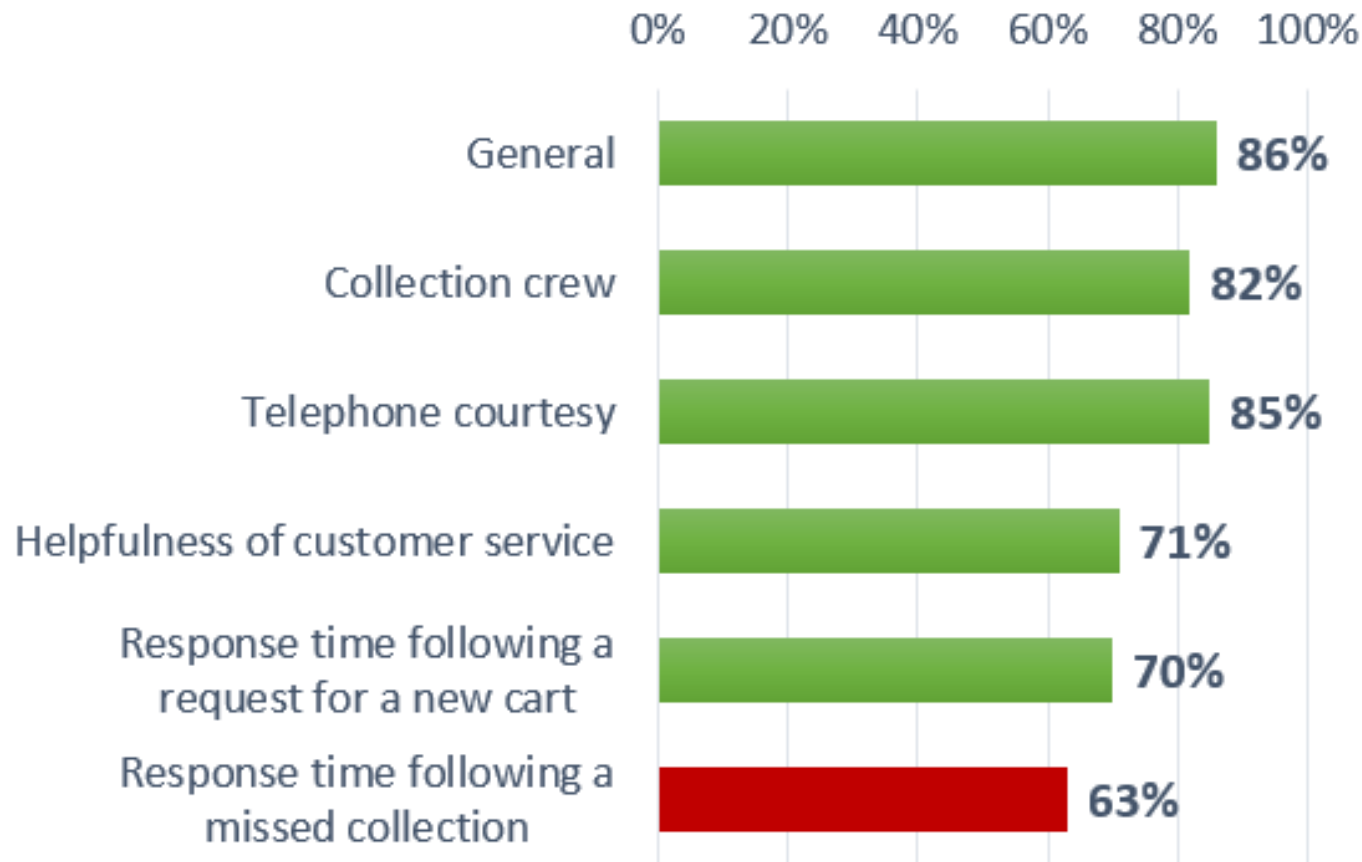
# Customer Satisfaction



# Single-family Customer Satisfaction



# Multifamily/Commercial Customer Satisfaction



---

# Next Steps



# Recycling/Composting Practices and Awareness

- Continue to develop preferred information modes
- Promote convenient options for recycling unusual items
- Encourage paint recycling and promote PaintCare program
- Improve promotion of recycling and compost resources



City of Bellevue, Washington - Government

14m · 🌐

Shout out to some of our local companies working hard to reduce waste and protect our environment! Check out the video to see how [Blazing Bagels](#), [Jing Jing Asian Market](#) & [SAP Concur](#) have taken on some creative [#zerowaste](#) solutions with help from the Bellevue Utilities team.

[https://youtu.be/UQ75B57G\\_Vw](https://youtu.be/UQ75B57G_Vw)

For more info or to request no-cost assistance for your business or multifamily residential property, email [recycle@bellevuewa.gov](mailto:recycle@bellevuewa.gov).



YOUTUBE.COM

Utilities Solid Waste Business Support Program 2021



City of Bellevue

# Customer Satisfaction

---

## *Republic Services*

- Pay \$50,000 performance fee
- Develop and implement Action Plan to improve satisfaction with response time to missed collection

# Action Plan Strategies

---

## *Operations*

- Hire and train more drivers
  - Driver recognition
- “Route Ready”
  - Same driver, same truck, same route

## *Customer engagement*

- Strategic mailing
  - Increase awareness of credit when miss not picked up
- Call center
  - Ensure communications with customer complaint and dispatch

# Action Plan Metrics

---

- Republic to conduct bimonthly surveys
  - Focus on improving satisfaction with response time to missed collection
- Republic's on-going performance data
  - Total missed collections
  - Missed collections subject to fee
- City to track trends over the next year

---

*Questions?*

