

AGENDA



Republic Services Midterm Review
Tuesday, July 17, 2018
8:00am-12:00pm
Main Fire Station Conference Room

Contact: Jenny Slepian, Sustainability and Management Analyst
Email: jslepian@lakeoswego.city
Phone: 503-635-0291

The meeting location is accessible to persons with disabilities. To request accommodations, please contact the City Manager's Office at 503-635-0291, 48 hours before the meeting.

Invited Attendees:

Jenny Slepian, Sustainability and Management Analyst, City of Lake Oswego
Jordan Wheeler, Deputy City Manager, City of Lake Oswego
Charity Taylor, Kincaid Intern, City of Lake Oswego
Joe Buck, Lake Oswego City Council
John LaMotte, Lake Oswego City Council
Sustainability Advisory Board members: Eliot Metzger, Paul Soper, Allison Kim, Karl Friesen,
Kathleen Wiens, Richard Canaday, Robert Sack, Sarah Hussion, Steph Glazer
Rick Winterhalter, Sustainability and Solid Waste Program, Clackamas County
Alex Mihm, Sustainability and Solid Waste Program, Clackamas County
Dorothy Atwood, Lake Oswego Sustainability Network
Lisa Adatto, Lake Oswego Sustainability Network
Kathy Kremer, Lake Oswego Sustainability Network

Meeting:

1. Introductions
2. Intent of Midterm Review
3. Performance under existing franchise and rules
 - a. Introduction
4. Customer Service Review
 - a. Call center data
 - b. Feedback to City

c. Survey Results

5. Curbside Service Review

- a. Collection Data
- b. Feedback to City
- c. Survey Results

6. Education Review

- a. Republic educational efforts
- b. Education Gaps

7. Suggested Improvements to Franchise Agreement

- a. Customer Suggestions
- b. SAB Suggestions
- c. City Staff Suggestions

8. Panel Recommendation

ADJOURNMENT