



## CITY OF LAKE OSWEGO

### Republic Services Mid-Term Review Meeting

July 17, 2018

#### Mid-Term Review Considerations:

**Lower Cost Options** – Some residents noted concerns over cost of service. Pay rate for employees and equipment costs are relatively similar for most competitive haulers. Long standing relationship with Republic Services offers opportunity to address concerns about service delivery.

**Service Frequency** - Community concerns about frequency of trash pick-up in commercial areas; instances of garbage overflow creates safety issues.

**Service Initiation** - Residents noted problems receiving yard debris and recycling containers to initiate services for these products.

**Recycling Education** - Republic Services currently does not have an employee dedicated to recycling education. A significant number of survey respondents note that with changes in recycling regulation, they are unsure of how to best separate their waste products.

**Pay for Service Issues** - Some survey respondents were not aware of, or are dissatisfied with the current “service hold” option provided by Republic Services when customers go on vacation and opt to postpone services.

**Customer Service Issues** - While the average hold time for Republic Services customers nationwide is 7 minutes, some Lake Oswego residents report waiting up to 20 minutes for assistance. Inconsistent information is conveyed to residents about existing services and programs, which at times results in service disruption.

**Pick-up Time Issues** - Residents who live near commercial areas suggested later pick-up times, as the sound early in the morning is disruptive.

**Missed Pick-ups** - Missed pick-ups were reported, especially with yard debris, and larger trash containers.

**Services Offered** - Additional services to consider in the future include annual or semi-annual pick-up of large items such as mattresses.

**Recommendation:**

Extend Republic Services contract to 2027 with the following alterations to current service delivery:

- Significantly decrease customer service call wait times to under 5 minutes
- Enforce and clarify service postponement policies
- Address and remedy service initiation issues
- Increase number of current recycling and compost instructions on receptacles throughout the City to inform residents of acceptable waste categories; Republic Services to provide a Recycling Liaison to assist with the City's recycling needs
- Explore options for pick-up frequency for residents generating minimal waste, and commercial areas producing large quantities of waste
- Formulate list of 20 largest commercial waste generators; under current franchise agreement these businesses may undergo a voluntary waste audit
- Republic Services must produce annual reports, as Republic Services' rate increase is tied to CPI-U