



## Legislation Text

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**File #:** Pres 20-260, **Version:** 1

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### Republic Services Presentation

#### **Summary and Background Information:**

Republic Services will be presenting on a variety of topics related to the City's refuse collection program. Topics of the presentation will include the following:

- Overview of program elements
- Performance standards associated with the contract
- Performance measures and associated data/metrics
- Customer service/resident complaint resolution processes
- City staff measures to increase contract administration and oversight.

The presentation is in response to concerns related to recent service disruptions and resident complaints regarding services provided by Republic Services.

**Staff Responsible (Department Head):** Mark Petrovich (Republic Services), Joe Wilson, Director of Public Works

**Staff Member Presenting:** N/A

**Financial Impact:** N/A

**Funding Source:** N/A

**Staff Recommendation:**