

# Agenda

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## ENVIRONMENTAL SERVICES COMMISSION MEETING

450 - 110th Avenue NE (City Hall)  
Conference Room 1E-113  
*Wastewater System Plan – Open House – 5:30PM*  
Thursday 6:30PM  
November 21, 2013  
Regular Meeting

	<u>Page No.</u>	<u>Action</u>
1. Call to Order – Brad Helland, Chair		
2. Welcome New Commissioner – Anne Howe		
3. Oral Communications Note: Three-minute limit per person, maximum of three persons for each side of topic. Additional comments may be heard at Agenda Item 8.		
4. Approval of Agenda *	1	X
5. Approval of Minutes * • October 17, 2013 Regular Meeting Minutes	2 – 10	X
6. Follow-Up Questions/Answers	11 - 15	
7. Reports & Summaries • ESC Calendar/Council Calendar * • Wastewater System Plan Discussion * • 2013 Solid Waste Contract Performance Review *	16 – 19 20 – 21 22 - 29	
8. New Business		
9. Director's Office Report		
10. Continued Oral Communications		
11. Adjournment		

\* Materials included in packet

# Materials separate from packet

Wheelchair accessible. American Sign Language (ASL) interpretation available upon request by calling (425) 452-6466 (v) at least 48 hours in advance. Assistance for the hearing-impaired: Dial 711.

**CITY OF BELLEVUE  
ENVIRONMENTAL SERVICES COMMISSION  
MEETING MINUTES**

Thursday  
October 17, 2013  
6:30 p.m.

Conference Room 1E-113  
Bellevue City Hall  
Bellevue, Washington

**COMMISSIONERS PRESENT:** Vice Chair Swenson, Commissioners Cowan, Mach, Morin, and Wang

**COMMISSIONERS ABSENT:** Chair Helland

**OTHERS PRESENT:** Joe Harbour, Lucy Liu, Susan Fife-Ferris, Paul Bucich, Doug Lane, Pam Maloney

**MINUTES TAKER:** Laurie Hugdahl

**1. CALL TO ORDER:**

The meeting was called to order by Vice Chair Swenson at 6:30 p.m.

**2. ORAL COMMUNICATIONS - None**

**3. APPROVAL OF AGENDA**

**Motion made by Commissioner Morin, seconded by Commissioner Cowan, to approve the agenda. Motion passed unanimously (5-0).**

**4. APPROVAL OF MINUTES**

September 19, 2013 Regular Meeting Minutes

**Motion made by Commissioner Mach, seconded by Commissioner Morin, to approve the minutes. Motion passed unanimously (5-0) as presented.**

**5. REPORTS AND SUMMARIES**

**Council Calendar**

Joe Harbour noted that on November 4, the item noted as “Stab” refers to the Sewer Stabilization project.

**ESC Calendar**

There were no comments on this item.

## Follow-Up

Lucy Liu followed up on Councilmember Stokes' recommendation that staff provide the ESC with the Council briefing materials regarding the 2014 Solid Waste Collection Contract. These informational materials include staff's report on the Solid Waste Contract procurement process, the findings, and the staff's scoring results. The Council meeting minutes have also been provided. She summarized the procurement process to date. Ms. Liu explained that the final service package to be incorporated into the 2014 contract is similar to the Commission's recommendation to Council with a few modifications. Consistent with the Commission's recommendation, the Council decided to incorporate organics recycling for commercial customers; however, the amount is set at 96 gallons with weekly pickup. The Commission's original recommendation was without a size limit.

Council has directed staff to finalize the 2014 Solid Waste Contract with Republic Services, the city's current vendor. The minutes show that in addition to price, the Council considered the history of service, the value to the community, and the impact to the community of changing vendors. Staff is in the process of finalizing the contract. Republic will be including new service options at no cost. This includes the in-city customer service center, unlimited recycling for commercial customers, and organics collection for commercial customers at the 96 gallon limit weekly.

Commissioner Cowan asked about the scoring differences shown on page SS2-3 which indicates that CleanScapes was scored higher than Republic by staff. Ms. Liu affirmed this, and noted that the minutes reflect the subsequent discussion that took place within the Council regarding this decision. Commissioner Cowan expressed concern that staff recommended CleanScapes after the whole competitive process, and the Council turned around and recommended Republic. Ms. Liu acknowledged that staff's scoring did rank CleanScapes higher, but Council made a different decision based on Council's valuations of the qualitative factors included in the Request for Proposal (RFP). Commissioner Cowan asked if CleanScapes protested the selection. Ms. Liu replied that CleanScapes initially sought legal action, but has since decided to drop that action.

Commissioner Morin referred to the other factors that were considered by the Council and asked if those were part of the RFP. Ms. Liu explained that those were part of the "qualitative factors." The qualitative factors were 20% of the total score, but Council had a different valuation of the elements within the qualitative factors.

Commissioner Mach and Commissioner Cowan expressed concern about how this process played out when clearly CleanScapes was the recommended vendor. Ms. Liu reiterated that Council had a different valuation of the qualitative factors from staff's valuation of the elements. She noted that the decision on vendor selection was not delegated to staff; it was the decision of the Council with staff providing

a scoring recommendation. Commissioner Cowan commented that it appears that someone wanted Republic really badly and that it looks suspicious.

Commissioner Morin asked about the cost implication to the ratepayers. Ms. Liu stated the price proposal difference between the two vendors was \$1.9 million annually. Commissioner Wang said he read something that said it was a difference of about \$2.70 per month.

Commissioner Wang recalled a question he had raised previously about enforcement provisions for contractors regarding their vehicles. Ms. Fife-Ferris said she would have to look to see if the new contract addresses this, but she thought the vendor has to complete a name change within a year and all their vehicles have to indicate that or be assessed a penalty. Commissioner Wang expressed concern about enforcement of this issue. Vice Chair Swenson thought that all the trucks would be replaced anyway. Ms. Fife-Ferris explained that there was an option in the contract for the vendors to pick trucks that met the federal standards for 2014 plus have an average age of less than four years or else provide all new trucks. Republic opted to do the average age trucks that meet the current clean air standards. Commissioner Wang said he would like more information about that.

Commissioner Morin recalled an earlier discussion the ESC had regarding citizens' rights related to solid waste. He asked if there is a way to make citizens aware of what their rights are. Ms. Fife-Ferris said that citizen outreach regarding their rights under the contract is not in the contract, but staff liked the idea and intends to put consumer expectations on the website. Commissioner Morin was pleased to hear this.

Commissioner Mach referred to the comments in the Council minutes and noted that CleanScapes could not have been evaluated with the same criteria as Republic because they are not the current provider. He finds this very challenging to understand. He hopes that the City has all of the supporting documents in place for audit purposes. He said he was not sure if he could support this decision.

Commissioner Wang added that the CleanScapes is currently the contractor for Seattle, Issaquah, Burien, Shoreline, and SeaTac, so they are obviously competent in this business. Commissioner Cowan asked how much contact staff had with Seattle. Ms. Fife-Ferris said staff had significant contact with all the jurisdictions that CleanScapes provides service to. Commissioner Mach expressed concern that Council disregarded staff's recommendation. Ms. Liu explained that staff recognizes that both vendors could do the job.

Vice Chair Swenson commented that this is an uncomfortable situation. Commissioner Cowan concurred, and remarked that as a business owner, you expect fairness and a level playing field. Commissioner Mach further elaborated on the situation and noted that residents have the same expectation of fairness. Commissioner Morin agreed and commented that there seems to be quite a bit of discontent with the decision made by Council. He wondered what can be done at this point. He didn't think there was any recourse, but noted that election time may be the opportunity for members of the public to express their discontent on this matter.

Commissioner Wang commented that the performance review was done after the contract was awarded, which is in effect meaningless. Ms. Liu noted that the annual performance review on the calendar is the normal annual review done at this time. Commissioner Wang agreed, but stated that it appears to be meaningless at this point. Vice Chair Swenson noted that this is an annual review and it just so happens to occur at this time. There was consensus to hold off on any more discussion on this matter until Councilmember Stokes was present.

### **West Side Storage Project**

Mr. Harbour introduced Paul Bucich and Sr. Design Engineer Doug Lane. Mr. Bucich reviewed earlier discussions about possible locations for a west side storage reservoir. He noted that RH2 was asked to do an evaluation of transmission alternatives for the City and came up with five different alternatives. Two of the alternatives (A and B) came out of recommendations to be looked at from the 2006 Water System Plan. Two additional ones (C and D) were ones that were formed around an existing CIP project where the City already needs to put in an additional tap for additional water supply. Alternative E is a very creative alternative that RH2's engineer came up with and includes various improvements at multiple locations in the City.

- Alt. A: NE 36<sup>th</sup>, 40<sup>th</sup>, etc.
- Alt. B: NE 8<sup>th</sup> Street
- Alt. C: Bel-Red and 156<sup>th</sup>
- Alt. D: Eastgate Area; se 28<sup>th</sup> and Lake Hills Comm.
- Alt. E: 140<sup>th</sup> Avenue, NE 8<sup>th</sup>, SE 7<sup>th</sup>, 2 PRV Station Upgrades

Through the evaluation, RH2 determined that the City does have the ability to effectively move water from the East Operating Area to the West Operating Area without adversely impacting the communities or the citizens in the East Operating Area. Mr. Bucich explained that the City's three operational areas had developed organically as former water districts became the city water system. Through the recent evaluation, staff has determined that Utilities can do a better job by looking at how water can be moved more effectively across all the different operating areas. This is something staff will be looking into further as the Water System Plan is developed over the next year to 18 months.

Mr. Bucich noted that the planning level cost estimates were based on the assumption that the storage site would occur on public land. If it is necessary to purchase land, then the costs would increase. In the Preliminary Triple Bottom Line Analysis Summary, Alternative E had the highest rating of all the different alternatives. Additionally, the cost for Alternative E is significantly less in capital outlay and design outlay than building a water reservoir. Last Tuesday, staff presented this information to the Bridle Trails Community Club. The group was appreciative of the work done and in favor of Alternative E. Staff shared with them that as the Water System Plan Update is completed, there will be an opportunity for policy decisions to be made that may drive needs for water storage in the system that are different than what is being looked at currently.

Staff also informed them that at some point it will be necessary to go out and start looking for land for siting a new reservoir. Mr. Bucich stated that it is the City's intention to move forward now with finding a consultant to assist with the design of the water transmission project.

Commissioner Morin asked about the degree to which catastrophes are modeled. Mr. Bucich explained that the Washington State Department of Health establishes criteria that the City must comply with, and the City designs the system in accordance with that. Commissioner Morin then asked how far out the City models in coming up with the costs. Mr. Bucich said that the reservoir was anticipated to satisfy the water needs out until 2030. He explained that one of the reasons that the cost for Alternative A is so much higher is that there are associated pump station costs including power and maintenance costs.

Vice Chair Swenson asked if the primary benefit of Alternative E is the fact that it can be done incrementally. Mr. Bucich replied that the primary benefit is that it is just smaller pieces of work that need to be done. It also makes creative use of the existing system. Staff feels this is a good alternative that won't impact the utility rate customers and helps the City optimize what it has in a very efficient fashion. Based on the study, for immediate water needs, the City no longer needs to look for a site to build a reservoir. However, staff has been clear to the folks in Bridle Trails that as the Water System Plan is updated, if there are significant policy changes, the City may need to start looking for alternative reservoir storage sites.

Commissioner Mach asked how long it will be until the east side will need the capacity. Mr. Bucich explained that there is almost 6,000,000 gallons of excess capacity on the east side. The way Alternative E has been developed is to satisfy a very specific need for certain emergency circumstances when water supply is unavailable and the City has to be able to provide the firefighting flows and capacities. When those circumstances are not present, there would be no difference to the east side or west side citizens from what exists today. As the Water System Plan is developed and the regional population planning numbers are identified, staff will be able to tell when and where the City will need additional water based on projections. This solution helps us satisfy immediate water needs through the year 2030.

Commissioner Mach referred to the Scope of Work in the RH2 report which is to look at a transmission main alternative; however, the conclusion mentions that it's less costly than constructing additional storage. That may be true, but that was not part of the Scope of Work. He feels the consultant should have identified which alternative of a transmission line would be more cost effective, not compare transmission lines to the storage option. Mr. Bucich explained that staff did ask RH2 to do a comparison of the storage option to make sure that the Triple Bottom Line Evaluation included it as an option. Commissioner Mach commented that the Triple Bottom Line Evaluation is really just an opinion. He pointed out that the chart could be totally different if it goes to Council. Mr. Bucich clarified that this chart would not go to Council. Commissioner Wang asked for a clearer definition of Alternative E. Mr. Bucich explained that a written explanation is included in

the report in great detail. Mr. Wang said he would appreciate seeing a map. Staff indicated that could be provided.

Commissioner Morin asked about the lifespan of the existing storage tank in the Bridle Trails area. Mr. Bucich explained that the storage tank is in need of rehabilitation, but it is not known yet whether the reservoir rehabilitation will be minor or major rehabilitation. Commissioner Morin asked if that should be a critical component to the cost comparison. Mr. Bucich explained that it was a cost that would need to happen anyway. There was discussion about the decision by staff to not consider the cost of rebuilding the tank when making comparisons as the final site had not been selected for a new tank.

Vice Chair Swenson summarized that Alternative E satisfies the existing emergency requirements, which is separate from future consumption needs based on population growth. He commented that at some point the population growth will level off because of space limits. Mr. Bucich explained that Nav Ota had commented at the BTCC neighborhood meeting that most of the reason Bellevue has decreased water demand is because of hard structural changes such as low flow toilets, low flow showerheads, and native planting being used. He expects that the demand will not continue to decline, but will start leveling out pretty soon. The new projected population growth, and water consumption forecasts will be incorporated into the updated Water System Plan. These numbers may reveal some very interesting things about Bellevue's water needs over the next 30 years.

### **Draft 2013 Wastewater System Plan Update**

Pam Maloney and Doug Lane reviewed the Draft 2013 Wastewater System Plan Update. Mr. Lane asked the ESC to take time to review the Draft Plan in the next month in order to be prepared to discuss and make comments on it at the next meeting. There will be a public open house scheduled next month before the regular meeting at 5:30.

#### **The key findings for discussion:**

- Lake line evaluation and replacement will require significant investment
- Inflow & Infiltration is worse than thought in many areas, and causes capacity concerns in several locations
- Need to plan for replacement of AC forced mains
- Brief overview of growth and development and policies

Wastewater Plan requirements not discussed today, but found in the plan include:

- An inventory of assets
- Hydraulic capacity analysis
- O&M practices review
- Financing
- Ongoing, annual CIP programs

Lake Line Evaluation & Replacement: There are two key issues with the lake lines. One is that the asbestos cement sections have experienced some structural

failures. Overall there are approximately 3.6 miles of AC Pipe. The other issue is that there have been overflows due to sedimentation in flat pipes. The way the pipes were designed is that there are low pressure pump stations that force lake water through the pipes during the night to try to flush the lines. This is only partially effective, and there are some locations where there have been backups due to sedimentation. Structural failure of AC lake line piping is expected within 10-15 years.

The projected Sewer Renewal and Replacement Needs by Asset Type chart was discussed. The projected R&R includes the costs to replace the older lake line pipes, but there is not yet a CIP program to allocate those funds. That will be something that will be coming in the next few years. There is an existing, ongoing CIP program to perform evaluations of the lake lines. Some good news is that the cast iron pipes are in somewhat better condition than previously thought. There is a chance that replacement of those could be pushed out 10 or 15 years farther than previously assumed.

Commissioner Wang asked if consideration had been given to dividing the lake line areas into assessment districts instead of being a citywide concern. Pam Maloney replied that it is a policy issue. She stated that generally the Council has provided that the wastewater system, stormwater system or the water system serves the whole community. The whole community likes clean lakes and uses Lake Washington and Lake Sammamish. The lake lines serve more than just the fronting properties since other areas of the system drain through and to them. The City is replacing water pipes, sewer pipes, and stormwater pipes all over the city and the lake line residents are paying for that too. Commissioner Wang asserted that the lake line areas are extraordinary, and those residents should be responsible for upgrading that system. Ms. Maloney reiterated that this is a policy issue, but acknowledged that it probably will come up again as the wastewater lake lines are evaluated for replacement. For example Ms. Maloney mentioned that water customers at the top of hills are not charged extra, despite the additional pumping costs to serve these locations. The precedent has been not to charge specific areas more unless there is a special benefit. Commissioner Wang stated that this is a special benefit because the lake line replacement project could only benefit the people being served; it has no benefit to others in the city. Commissioner Mach disagreed, noting that there is a similar argument about Eastern Washington and Western Washington with taxes in general. He commented that residents of Bellevue live in the city as a whole and share the costs as a whole. Commissioner Morin added that staff is also trying to avoid further overflows into Lake Washington, which is definitely a community issue.

Vice Chair Swenson asked if it is even legally possible to do a typical special assessment district. Ms. Maloney stated that it is, and there is precedent for that if there is clearly a special benefit that is only serving certain people. As an example, the Lakemont Pond above Lakemont Blvd. was built specifically to meet the stormwater requirements of the communities around it, and those residents pay a special assessment for that.

**Inflow & Infiltration:** Mr. Lane reported that King County did a citywide flow monitoring study in 2002 and also in 2010. A major finding is that I&I is higher than previously realized and is causing capacity problems. Utility policy dictates that I&I should be reduced or eliminated where that is a cost effective means of resolving a capacity problem. The Plan recommends performing I&I investigations in portions of eight basins (~\$600,000) and flow monitoring in six locations (~\$120,000). These sites were highlighted on a map and reviewed.

**Proposed Replacement of AC Force Mains:** Staff also has a recommendation to establish a program to replace asbestos cement force mains. In the water system there is an AC Water Main Replacement Program, due to the relatively high failure rate of AC pipes, but there is not a comparable program for force mains in the sewer system. Force mains are pressurized sewage pipes so they have a higher consequence of failure compared to gravity lines. Due to that higher criticality, staff is recommending making replacement of these a higher priority. The estimate is \$1.5 million to replace the AC force mains near two particular pump stations where there would be the greatest consequence.

**Growth and Development:** The service area population is expected to surpass 166,000 by 2030. Single family growth is expected to be pretty much flat, but multi-family population is expected to increase about 50% between 2010 and 2030 in downtown, and the Bel-Red Corridor. There are a number of recommended CIP projects that deal with growth. These include the 120<sup>th</sup> Avenue NE Improvements, the Midlakes Pump Station, the East CBD Trunkline, the Bellefield Pump Station and Force Main, and the Wilburton Sewer Upgrade.

Mr. Lane recapped some of the policies included in the Wastewater System Plan. The Wastewater System Plan facilitates growth and economic development consistent with the Bellevue Comprehensive Plan and the Growth Management Act. The Wastewater System Plan also defines utility-specific policies. Within the new Plan update, existing utility policies are clarified; these are mostly minor edits. The policy on side sewer ownership was clarified to conform to sewer code and also discuss maintenance. A new policy was added to reinforce that Bellevue should participate in regional policy making.

Commissioner Mach asked about a summary table of the proposed changes. Ms. Maloney stated that there is a summary in the latter pages of the Executive Summary.

### **City Comprehensive Plan Update**

Pam Maloney referred to Page 47 in the ESC packet which summarizes the recommendations from the ESC following last month's presentation of the proposed Comprehensive Plan Update. She noted that all of those recommendations had been incorporated. Commissioner Morin asked about the policy he had recommended regarding tree canopies. Ms. Maloney indicated that had been included in the table, but it was inadvertently left off the bulleted list in the memo packet.

**Motion made by Commissioner Wang, seconded by Commissioner Cowan, to forward the proposed Comprehensive Plan changes to the Planning Commission for their consideration. Motion passed unanimously (5-0).**

Ms. Maloney stated that she would prepare a memo for Chair Helland’s signature. She also stated that the City Comprehensive Plan Update Team has recognized there are some areas of the Comprehensive Plan that are of interest to multiple boards and commissions, but not really directly related to their charge. In particular the team is thinking of thinking of environmental policies like carbon emissions, greenhouse gases, and energy efficient emerging technologies. The Comprehensive Plan Update Team would like to schedule a special meeting to bring the ESC, the Parks Board, and the Transportation Commission together to discuss environmental issues. The team is considering the evening of November 19 as a potential date for that special meeting. As soon as the date and location are confirmed, that information will be forwarded to Commissioners.

Ms. Maloney noted that the Comprehensive Plan update would be removed from the agenda for November and December.

**6. NEW BUSINESS - None**

**7. DIRECTOR’S OFFICE REPORT - None**

Mr. Harbour noted that there was no update regarding the vacant position on the ESC. Lucy Liu will be staff liaison for the ESC meeting in November, and Paul Bucich will be liaison in December.

**8. CONTINUED ORAL COMMUNICATIONS - None**

**9. ADJOURNMENT**

The meeting was adjourned at 8:33 p.m.

**Environmental Services Commission**  
**Follow-up Questions and Answers**  
from 10/17/2013 Meeting

**Question:** Commissioner Wang asked if the new solid waste collection contract (2014 Contract) included requirements that the vendor paint their trucks a consistent color and design and if there were any penalties if they don't.

**Policy Issue:** N/A

**Response:** While there are signage and placard requirements (detailed below), there is no requirement that vehicles all be painted a consistent color, just that they be kept in a clean and sanitary manner, and be repainted if rust is apparent. Failure to maintain vehicles properly painted can result in a \$50 per incident performance fee, up to \$1,000 per inspection.

Also, after a name change, all vehicles must be repainted with the new name, logo, and colors within two (2) years of the effective date of the merger or sale. "Failure to re-paint vehicles with new name, logo, and color within two (2) years of the effective date of a merger or sale" will result in a performance fee of five hundred dollars (\$500) per month per vehicle, with no maximum. This provision was specifically added in order to address Commissioner Wang's concerns raised previously regarding vehicles still being used with the Rabanco and Allied Waste names. All vehicles should be repainted with the Republic Services name within two years of the 2014 Contract commencement date.

The specific language from the 2014 Contract relevant to this question is included as Attachment A.

**Question:** Commissioner Swenson thought that we would get new vehicles on the roads, and asked what the requirement was.

**Policy Issue:** N/A

**Response:** There were two options for the vendors to pick from in the 2014 Contract. They are:

***3.1.14 Vehicle and Equipment Type/Age/Condition/Use [partial]***

*On the Date of Commencement of Services, the Contractor's fleet of collection vehicles shall be either:*

- 1. New within one hundred and eighty (180) days of the Date of Commencement of Services and meet or exceed 2014 federal vehicle emissions standards, or*
- 2. Meet or exceed 2014 federal vehicle emission standards, and over the term of the Contract have an average model year no older than four (4) years prior to the current year, based on chassis model year. For example, the average model year of the Contractor's fleet in 2019 shall be 2015. The average model year shall be calculated by summing the model years of all collection vehicles regularly used for Contract services and then dividing by the number of collection vehicles. No vehicle regularly used for Contract services may exceed ten (10) years old. The vehicle chassis model year, not the purchase date, shall be used to determine each vehicle's age. Back-up vehicles (described below),*

*maintenance service, and management vehicles shall be excluded from the average age calculation.*

Republic Services has opted to comply with option 2 above. There is a similar provision if the 2014 Contract is extended through 2028.

Back-up vehicles used in the City must comply with the following:

*Back-up/reserve capacity collection vehicles may be used in the City Service Area up to a combined total of one hundred (100) engine hours per month per vehicle. Back-up/reserve vehicles shall meet 2007 federal vehicle emission standards during the initial term of the Contract, and 2014 federal vehicle emission standards if the City extends this Contract pursuant to Section 1. Back-up/reserve capacity collection vehicles used for this Contract may not exceed ten (10) years old.*

**Attachment A**  
**2014 Contract Language Relevant to First Question**

The specific language in the 2014 Contract that deals with vehicles appearance and condition includes:

**3.1.14 Vehicle and Equipment Type/Age/Condition/Use [partial]**

*Vehicles to be used for Garbage collection shall have a switchable placard that clearly indicates that they are Garbage collection vehicles, vehicles to be used for Recyclables collection shall have a switchable placard that clearly indicates that they are Recyclables collection vehicles, and vehicles to be used for Organics collection shall have a switchable placard that clearly indicates that they are Organics collection vehicles. The colors, trim scheme, and design to be used by the Contractor on the switchable placards shall be subject to the prior written approval of the City. Each vehicle shall be fitted with a switchable name plate under the driver's door window where the current driver's name and a contact telephone number that is clearly visible from twenty (20) feet away shall be placed at all times that that driver is operating the vehicle. The use of unauthorized switchable placards, or lack of switchable placards on collection vehicles shall be cause for performance fees as described in Section 5.1.2. Vehicles used in the performance of this Contact shall only be used for the collection of materials they are otherwise designated for.*

*Vehicles shall be maintained in a clean and sanitary manner, and shall be thoroughly washed at least once each week. All collection equipment shall have appropriate safety markings, including all highway lighting, flashing and warning lights, clearance lights, and warning flags, all in accordance with current statutes, rules and regulations. Equipment shall be maintained in good condition at all times. Vehicles shall be repainted upon showing rust on the body or chassis or at the request of the City. All parts and systems of the collection vehicles shall operate properly and be maintained in a condition compliant with all federal, state, and local safety requirements and be in a condition satisfactory to the City. All vehicles shall be equipped with variable tone or proximity activated reverse movement back-up alarms.*

*The Contractor shall maintain collection vehicles and Containers to ensure that no liquid wastes (e.g., Garbage or Organics leachate) or oils (e.g., lubricating, hydraulic, or fuel) are discharged to Customer premises or City streets. All collection and route supervisor vehicles used by the Contractor shall be equipped with a spill kit sufficient in size to contain a forty-gallon spill. Any equipment not meeting these standards shall not be used within the City Service Area until repairs are made. Any discharge of liquid wastes or oils that may occur from Contractor's vehicles or Containers prior to them being removed from service shall be cleaned up or removed within three (3) hours of being noticed by route staff, customers, or the City, and shall be remediated by the Contractor at its sole expense. Such clean-up or removal shall be documented with pictures, and notice of such clean-up or removal shall be provided to the City in writing. The Contractor shall immediately notify the City-designated spill coordinator of any spills that enter drainages. Failure by the Contractor to clean-up or remove the discharge in a timely fashion to the satisfaction of the City shall be cause for performance fees, as described in Section 5.1.2. The Contractor shall notify the City and Customer of any leakage from non-Contractor-owned Containers immediately so that those spills may be addressed in a timely manner.*

*The Contractor shall maintain all vehicles used in the City Service Area in a manner intended to achieve reduced emissions and particulates, noise levels, operating costs, and fuel use.*

*The Contractor shall maintain collection vehicles to ensure that they are operable despite inclement weather conditions as addressed in Section 3.1.8. If fifty percent (50%) or more of a collection route is missed due to inoperable vehicles, the Contractor shall be liable for performance fees as described in Section 5.1.2.*

*No advertising shall be allowed on Contractor vehicles other than the Contractor's name, logo, customer service telephone number, and website address, unless otherwise previously approved in writing by the City. Special promotional messages may be permitted by the City; provided they are either painted directly on vehicles or on special placards attached to vehicles. City approval shall be in writing and solely within the City's discretion. All collection vehicles shall be labeled with a sign on the rear, with lettering not less than four (4) inches high and clearly visible from a minimum of twenty (20) feet away, stating "Driving or Spillage Complaints? Call 425-452-6932," or as amended by the City. The vehicle inventory number shall be displayed adjacent to this message.*

*All Contractor route, service, and supervisory vehicles shall be equipped with properly licensed two-way communication equipment. The Contractor shall maintain a base station or have equipment capable of reaching all collection areas. Collection vehicles shall also be equipped with back-up cameras, as well as route-recording cameras integrated with their on-board route management system.*

*All collection vehicles shall be equipped with global positioning systems (GPS), as well as an on-board computer and data tracking system to track route progress and log non-set-outs, extras, and other service issues. The system shall incorporate photo documentation of route exceptions. The resulting data shall be uploaded to the Contractor's Customer service database no less than hourly to allow Customer service personnel to be fully apprised of route progress, and be able to address misses and other Customer inquiries in near real-time.*

*The Contractor shall equip one truck per Container type with on board scales to allow for individual container weight data collection at the point of collection for research on weight-based Garbage rates.*

### **3.3.1.1 Contractor's Responsibilities [partial]**

*The Contractor shall be responsible for all services and requirements set forth in this Contract, including, but not limited to:*

- Maintaining all Containers, vehicles, and facilities in a clean, safe, properly labeled, and sanitary condition; ...*

**3.3.4.2 Annual Reports [partial]**

On an annual basis, by the first working day of March, the Contractor shall provide a report containing the following information for the previous calendar year running from January 1 to December 31:

- 6. An inventory of current collection vehicles and other major equipment, including model, year, make, serial or VIN number, assigned vehicle number, mileage (if vehicle), collection sector assigned to or used in, and maintenance history, including vehicle painting.

**5.1.2 Performance Fees [partial]**

15	Failure to maintain clean, sanitary and properly painted Containers, vehicles, and facilities.	Fifty dollars (\$50) per incident, up to maximum of one thousand dollars (\$1,000) per inspection.
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40	Failure to re-paint vehicles with new name, logo, and color within two (2) years of the effective date of a merger or sale.	Five hundred dollars (\$500) per month per vehicle, with no maximum.
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**7.7.3 Merger or Sale of Contractor Operations**

In the event the Contractor undergoes a name change for any reason, the name change as perceived by the public shall be completed within one (1) year from the effective date of the merger or sale. The Contractor shall designate the name, logo, and colors under which it will be doing business in writing to the City within thirty (30) days of the effective date of the merger or sale. All items, logos, articles, and implements seen by the public shall be changed, including but not limited to letterhead, signs, promotional materials, website pages, billing statements, envelopes, and other items. Vehicles are the only exception; vehicles must be repainted with new name, logo, and colors within two (2) years of the effective date of the merger or sale. Failure to comply with the terms of this section shall result in penalties assessed against the Contractor in accordance with Section 5.1.2.

# 2013 -2014

## Environmental Services Calendar

November 13						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

December 13						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

January 14						
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### November

- 21** 2013 Solid Waste Contract Performance Review (Susan/Elaine)  
Wastewater System Plan - Open House 1 hour before regular meeting (Pam/Doug)  
Wastewater System Plan Discuss/Respond to questions about draft plan (Pam/Doug)

### December

- 19** Draft NPDES 2014 Stormwater Mgmt. Program (Paul/Phyllis)

### January

- 16** Phantom/Larsen Lake Drainage Update (Paul)  
Waste Water System Plan - ESC Recommendation to Council for Adoption of Draft Plan (Pam/Doug)

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**Pending – ESC:**

Status Reports on the following issue will be made when there are significant development:

- Water Rate Design (Lucy)
- Water System Plan Update – Introduce Policies (Pam/Doug)

**Katie/2013 Calendars/Pending ESC Calendar**

**Updated 10/29/13**

# 2013 -2014

## *Tentative Council Calendar*

November 13

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### November

- 18** Consent: Motion to Award Storm Repairs (2013) - Phase I (Regan)  
 Consent: Motion to Award Commercial Meters (2013) (Regan)  
 Consent: Resolution authorizing execution of a Fiscal Year 2013-2015 Biennial NPDES Permit grant Funding Agrmt (Phyllis)

### December

- 2** Consent: Resolution authorizing interlocal agrmt w/ WSDOE to accept grant reimbursement funds (Elaine)  
 Consent: Res auth execution of Prof Svcs Agrmt Watershed Science & Eng Vasa Crk & Hydra Modeling & Analysis (Paul/Pam)  
 Consent: Resolution authori execution of Prof Svcs Agrmt w/WagnerArch. Eastgate Yard Maint Phase 1 (Regan)

### January

- 6** Consent: Motion to Award AutoCAD to GIS Migration Contract (Margaret)

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Key:

Agenda item description -- **Consent:** Waste Reduction & Recycling Grant

**Assistant Director's Name or designated staff** that will  
be available to attend Mayor's meeting

**Staff Name** -- material content expert

**2013 Pending Council**

Bellevue/Redmond Consolidation of Sewer Agreements

Katie/2013Calendars/Pending Council Calendar

Updated 7/8/13



City of  
Bellevue

Post Office Box 90012 • Bellevue, Washington • 98009 9012

Action  
 Discussion  
 Information

November 12, 2013

**To:** Environmental Services Commission  
**From:** Doug Lane, Water & Sewer Systems Senior Engineer  
**Subject:** Wastewater System Plan Update

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Action Required at this Time

Staff requests the Commission's comments on the Draft *Wastewater System Plan*. Hard copies of the draft Plan update were provided to the Commission for review at the October meeting.

SEPA review of the Plan, and review by adjacent jurisdictions, regional and state agencies is ongoing at this time. A public open house about the Plan will be held prior to the ESC meeting on November 21. Written comments will be accepted, and attendees will be encouraged to share their comments with the Commission during the oral comments agenda item at your regular meeting.

Background

Bellevue's *Comprehensive Wastewater Plan* was adopted by Council in 2002. A draft update to the Plan, now known as the *Wastewater System Plan*, has been prepared for review.

In June the Plan *recommendations* were presented to the Commission. Previously, proposed changes to wastewater *policies* and the *system planning criteria* were also discussed with the Commission. The draft Plan being delivered at the October ESC is the culmination of this effort.

Major elements of this system plan update include:

- Review of wastewater utility general policies;
- Review of system planning criteria;
- Revised service area population forecasts;
- Capacity evaluation of the parts of the wastewater system that were assumed from Coal Creek Utility District in 2003;
- Re-evaluation of system capacity in downtown Bellevue;
- Analysis of basin-wide flow monitoring and infiltration & inflow investigations;
- Updated programmatic and capital investment recommendations for a 20-year planning horizon;
- and
- Updated descriptions of wastewater system operational practices.

### Key Points

The draft Plan is consistent with recent presentations to the Commission—there should be no surprises. In October, staff presented an overview of several key issues, and a summary of policy changes and anticipated growth and development. Key findings, as included in the executive summary, are repeated here for your convenience:

- **Lake Line Evaluation & Replacement.** There are 18.7 miles of lake lines in the service area, 3.6 miles of which are asbestos cement (AC) material installed in the late-1950's.

Significant structural deterioration of AC pipe has been observed in Meydenbauer Bay. In addition, overflows due to sedimentation have occurred in some flat pipes. Sedimentation can be mitigated by jetting and cleaning the pipes, but these AC pipes can no longer be jetted due to the risk of further structural damage.

Replacement of the lake lines is expected to be technically challenging, environmentally sensitive, and relatively expensive. Replacement will need to be site specific; no single solution will work at all locations. Stakeholder input will be critical.

CIP Program S-58 budgets approximately \$1.85 million to replace approximately 1,300-feet of lake line in Meydenbauer Bay in 2013 and 2014, and \$113,000 annually is budgeted beyond that for ongoing condition assessment. Planned R&R funding includes the projected costs for lake line replacement. The remaining lakeline replacement will need to be scheduled in the CIP.

- **Inflow & Infiltration.** I&I is higher than previously realized in many areas, and is causing capacity problems and increasing the potential risk of overflows. The Plan recommends I&I investigations in portions of 8 basins (~ \$600,000 estimated total), and flow monitoring in 6 locations (~\$120,000) to provide targeted I&I mitigation prior to capital investment. If I&I mitigation is not successful, capacity improvements will be required.
- **Proposed Replacement of AC Force Mains.** The Plan recommends establishing a new asset management program to inspect and prioritize replacement of AC force mains. AC force mains have a higher risk of failure compared with other materials as a result of hydrogen sulfide damage, and have a higher consequence of failure because they're pressurized.

Two locations would have particularly significant consequences if they failed, due to the volume of sewage conveyed and their location in easements through private property and/or localized geography (slopes or proximity to lakes). These locations are downstream of Lake Hills PS #12 and Lake Hills PS #6. The rough estimated costs are \$316k to replace 800-ft force main at PS #6, and \$1.2M to replace 3,000-ft of force main at PS #12.

### Next Steps

Staff is currently collecting comments on the Draft Plan from the public, other agencies, and from the SEPA review process. Once incorporated, the Final Draft Plan will be presented to the ESC, anticipated in early 2014. Staff will request that the ESC recommend Council adoption of the Plan. The Plan must ultimately be adopted by City and County Councils, and approved by the WA Department of Ecology.



# Memorandum

- Action
- Discussion
- Information

**To: Environmental Services Commission**

**From: Elaine Borjeson, Solid Waste Program Administrator**

**Date: November 21, 2013**

**Subject: Solid Waste Collection Contract Annual Performance Review**

**Action Required at this Time**

No action by the Commission is required at this time.

**Background**

This memorandum provides a review of Republic Services' (the Contractor) performance in implementing the 2004 Comprehensive Garbage, Recyclables, Yard Debris and Organic Waste Collection Contract (the Contract), with regard to established Contract requirements. Section 3.1.26 of the Contract provides that the City may conduct an annual review of the Contractor's performance under the Contract. As part of this review, the City conducted a compliance audit and customer satisfaction surveys based on the requirements and standards set by the Contract. The review period was the twelve months preceding the audit and surveys. The audit was conducted in August, and the surveys were conducted in September.

**Contract Compliance Audit**

The City hired Bell & Associates, a consulting firm, to provide a third-party inspection of the Contractor's records, operations, and property to determine the company's compliance with 37 contractually required procedures. The consultant conducted detailed on-site inspections and interviews with the Contractor's staff over several weeks. The consultant's report found the Contractor in compliance with 35 out of the 37 contractually required procedures; however, the Contractor was found out of compliance with two procedures for the second year in a row.

1. **Contract Requirement:** All vehicles shall have a switchable placard that indicates what service they are providing: garbage, recyclables, or organics collection (*Section 3.1.14*).

**Finding:** Only 14 of the 40 trucks assigned to Bellevue had the switchable placard. All of the 2004 FL Curotto Can trucks and one 2006 residential side load truck had switchable placards. The contractor was not in compliance with the terms of the Contract.

**Response from Contractor:** The Contractor was notified of the findings on September 17. Staff continues to work with Republic Services to ensure compliance with the terms of the Contract.

**Potential Contractor Penalty:** There is no performance fee associated with this requirement in the current Contract. The 2014 solid waste collection contract, which begins on June 29, 2014, includes a performance incentive fee in which the Contractor will remit \$20,000 to the City if they are not in compliance with the annual performance review.

2. **Contract Requirement:** Each vehicle shall be fitted with a switchable nameplate under the driver's door with the current driver's name and a contact telephone number that is clearly visible from 20 feet away (*Section 3.1.14*).

**Finding:** The same trucks that have the switchable placard are also the only vehicles that have the driver's name plate. The contractor is not in compliance with the terms of the Contract for the second year in a row.

**Response from Contractor:** The Contractor was notified of the findings on September 17. Staff continues to work with Republic Services to ensure compliance with the terms of the Contract.

**Potential Contractor Penalty:** There is no performance fee associated with this requirement in the current Contract. The 2014 solid waste collection contract, which begins on June 29, 2014, includes a performance incentive fee in which the Contractor will remit \$20,000 to the City if they are not in compliance with the annual performance review.

### **Customer Satisfaction Surveys**

The City hired Elway Research, Inc., a professional market research firm, to conduct two customer satisfaction surveys. One survey asked questions of single-family residents, and the second survey questioned commercial and multifamily complex customers.

#### **1. Single-family Residential Survey**

Four hundred Bellevue single-family residents who are primarily or jointly responsible for making decisions about their solid waste services were randomly selected and surveyed. The survey was conducted during September, 2013. Results are accurate to +/- 4.9 percentage points as required by the Contract. The Contractor must score higher than 75.1% on each question in order to be in compliance with the Contract. The Contractor's satisfaction rating is based on a combination of "very satisfied" and "somewhat satisfied." Compliance was not achieved on several scores.

Beginning in 2013, consistent with standard survey practice to reduce "order bias," response options were rotated so that "very satisfied" was the first option read to half the sample and "very unsatisfied" was the first option read to the other half. Respondents tended to answer with the first option they heard. Therefore, the results are consistent with previous surveys if the resident heard "very satisfied" first, and the results were the opposite if they heard "very unsatisfied" as the first choice. For example:

- 2% of respondents replied "very unsatisfied" when that option was read last;
- 37% of respondents replied "very unsatisfied" when that option was read first.

The 2013 residential survey was also the first year in which cell phone interviews were conducted, resulting in a sample that was somewhat younger and less affluent than last year. It will not be known until next year's survey whether the satisfaction results are an anomaly, a significant change in customer opinions, or a methodological artifact.

Single-family residential customer satisfaction with Republic Services' overall performance and with three specific areas of service fell below the compliance threshold in 2013. Only 70% of

customers are satisfied with Republic Services overall, with 55% stating that they are “very satisfied.” The largest drop in satisfaction was in the following service delivery categories:

- 74% satisfied with quality of work by the collection crew vs. 91% in 2012;
- 67% satisfied with the response time for a requested cart vs. 83% in 2012; and
- 67% satisfied with the response time after a missed collection vs. 85% in 2012.

The Contractor was notified of non-compliance with the residential customer satisfaction survey on October 8. Per the terms of the Contract, they must develop and implement an action plan that includes scheduled milestones for measuring improvement. Failure of the Contractor to score a minimum customer satisfaction rating on any of the questions during the next survey will result in liquidated damages as set forth in Section 5.1.2 of the Contract (\$50,000).

The Contractor is in the process of reviewing the survey results and developing a response to improve customer satisfaction.

The following table provides the results of the Single-family Residential Satisfaction Survey since the current contract went into effect:

*Single-family Residential Satisfaction Ratings*

Question	2013	2012	2011	2010	2009	2008	2007	2006	2005
1 Overall, how satisfied are you with the service you receive?	70%	95%	96%	97%	96%	95%	88%	88%	88%
2 Quality of work by the collection crew which services your home	74%	91%	94%	95%	96%	90%	88%	89%	87%
3 Courtesy of Republic Services' customer service staff over the phone	84%	89%	91%	93%	86%	84%	84%	83%	86%
4 Republic Services' handling of service inquiries on the phone	79%	86%	88%	87%	81%	80%	79%	82%	80%
5 Knowledge of Republic Services' customer service staff over the phone	77%	90%	83%	91%	85%	87%	79%	80%	79%
6 Republic Services' response time following a missed collection*	67%	85%	79%	89%	82%	77%	-	-	-
7 Republic Services' response time following a request for a cart*	67%	83%	76%	89%	84%	81%	-	-	-

\*Questions 6 and 7 were asked for the first time in 2008.

## 2. Commercial and Multifamily Survey

Two hundred commercial and multifamily complex managers who are responsible for making decisions about their business's solid waste services were randomly selected and surveyed. The survey took place during September, 2013. The results are accurate to +/- 6.9 percentage points as required by the Contract. The Contractor must score higher than 73.1% on each question to be considered in compliance with the Contract. Response options were not rotated on the Commercial and Multifamily Survey, but they will be in the future to be consistent with standard industry practice.

Compliance was achieved on all scores. In total, 95% of commercial customers and multifamily complex managers are satisfied with their overall service, with 77% saying they are

very satisfied. The overall satisfaction score increased two percentage points from the 2012 score.

**Conclusion**

The Contractor is not in full compliance with the terms of the Contract. Deficiencies discovered in the 2012 audit were also found in the 2013 audit. The Contractor continues to maintain high customer satisfaction levels in the commercial and multifamily sector, but the levels fell significantly in the single-family residential sector. The City plans to conduct additional surveys in the spring of 2014 to determine whether the 2013 results were an anomaly or a significant change in customer opinions. City staff will continue to monitor the Contractor's compliance with the requirement to have switchable placards and driver nameplates on trucks serving Bellevue customers. City staff will do weekly spot checks of trucks in the field and report any findings to the Contractor.

**Attachments**

1. Contractually Required Procedures Reviewed by the Contract Compliance Audit
2. Survey Questions

## Attachment 1

### **Contractually Required Procedures Reviewed by the Contract Compliance Audit**

1. The Contractor shall recycle or compost all Source-separated Recyclables, Yard Debris and Organic Waste collected, unless express prior written permission is provided by the City.
2. Contractor shall recycle domestically all potentially-toxic materials from scrap electronics or small appliances.
3. Collection crews shall note damaged hinges, holes, poorly functioning wheels and other similar repair needs on Contractor-provided carts (including those for Garbage, Recycling and Yard Debris) and forward written repair notices to the Contractor's service personnel. Cart repairs shall then be made within seven (7) days at the Contractor's expense.
4. Any leakage or spillage of materials that occurs during collection shall be immediately cleaned up by the Contractor at its expense.
5. Contractor shall collect from single-family households all items listed in the appropriate sections of the contract.
6. Contractor shall offer carry out service to disabled customers at no charge.
7. The Contractor shall furnish litter collection services, including labor, materials, facilities and equipment necessary to pick up, haul and dispose of litter found on City Public Streets during a litter-collection patrol to be carried out according to a yearly schedule in which litter is collected from designated arterial roadsides every three (3) weeks, to be prepared by the Contractor and subject to prior written approval by the City.
8. The Contractor shall provide monthly, annual and ad hoc reports to the City as required.
9. Contractor shall provide a complete inventory showing each major piece of equipment to be used in the performance of this contract.
10. All collection vehicles regularly used by the contractor shall be less than 10 years old and shall have been used for fewer than 200,000 miles.
11. Vehicles shall be maintained in a clean and sanitary manner and shall be thoroughly washed at least once each week.
12. All vehicles shall have switchable placard that indicates they are recyclable, yard debris or organic waste collection vehicles.
13. Each vehicle shall be fitted with the switchable nameplate under the driver's door with the driver's name and telephone number visible.
14. All collection equipment shall have appropriate safety markings, warning lights, clearance lights, and warning flags - all in accordance with current statutes, rules, and regulations.
15. All collection vehicles still have a sign stating driving or spillage complaints call 425-452-6932.
16. All vehicles shall be equipped with the properly licensed two way communication equipment.

17. Contractor shall be responsible to maintain sufficient inventories of recycling and yard debris carts.
18. The Contractor shall record all complaints and service requests, regardless of how received, including date, time, customer's name and address, if the customer is willing to give this information, method of transmittal, and nature, date and manner of resolution of the complaint or service request in a computerized daily log.
19. Missed collections shall be collected from the customer on the same day if notified by 6 p.m.; otherwise the collection shall occur on the next business day.
20. Automatic damages of free service provided to affected customers shall be credited to such customers' accounts on their next regular bill for certain performance failures identified throughout this Contract, including, but not limited to, failure to deliver requested carts or containers on time, failure to collect missed materials in accordance with performance requirements and failure to properly tag rejected materials.
21. Carts shall be provided to requesting customers within seven days of the customers' initial request.
22. Following the initial distribution of Recycling Carts, the Contractor shall provide Recycling Carts to new customers within the City Service Area, including new residences and annexation, areas, as well as replacement Carts to existing customers who request them because of loss, theft or damage. Carts shall be provided within seven (7) days of a customer request.
23. On-call collection of Bulky Waste shall be provided by the Contractor within three (3) business days of a customer initial request.
24. Customers may temporarily suspend service due to vacations or other reasons for as long and as often as desired in one (1) week increments and be billed pro-rata for actual services received. Customers shall be notified of continuing cart or container rental fees when making a request for service suspension.
25. The Contractor shall invoice those customers eligible for reduced garbage rates, a reduced percentage of the regular rate for the service level selected, in accordance with current City utility billing procedures, as revised from time to time.
26. During office hours, the Contractor shall maintain sufficient staff to answer and handle complaints and service requests from at least ten (10) incoming telephone calls at one time, and in addition a telephone answering system capable of accepting an additional minimum of six (6) incoming telephone calls at one time.
27. The Contractor's customer service representatives shall be fully knowledgeable of all collection services available to City customers and communicate these as required (residential).
28. The contractor shall make a good faith effort to maintain and achieve a 99% participation rate for the single-family residence recyclables collection program.
29. The Contractor shall have a City-approved program in place to monitor and evaluate the quality of customer service and to determine customer satisfaction from the various service sectors.

30. Contractor shall call each new customer within two (2) weeks after they have received their first bill to ensure that the customer understands the bill and to find out if the customer has any questions regarding their new service.
31. The Contractor shall maintain a twenty-four (24) emergency telephone number for use by the City.
32. The website shall offer customers the option to pay their service bills on-line through a secured bill payment system.
33. The City is the preferred customer of the Contractor, and shall receive the best price for services offered by the Contractor throughout the term of this Contract. The Contractor shall inform the City of any new franchise, contract or agreement, or changes in terms or rates of existing franchises, contracts or agreements, in another community in which the Contractor provides collection services within ten (10) business days of the final approval of such franchise, contract or agreement, or amendment to such franchise, contract or agreement.
34. The Contractor's customer service representatives shall be fully knowledgeable of all collection services available to City customers and communicate these as required (commercial).
35. The Contractor shall furnish and install 1-, 1.25-, 2-, 3-, 4-, 6- and 8-cubic yard Detachable Containers, and 10-, 20-, 30- or 40-cubic yard uncompacted Drop-box Containers to any customer who requires their use for storage and collection of Garbage, Recyclables or Yard Debris within three (3) days of the request.
36. Commercial customer containers shall be delivered within three days of customer's initial request.
37. If commercial containers are not provided within three days of initial request, the customer shall be provided one free week a garbage service on their next regular bill.

## Attachment 2

### Survey Questions

Scale:

1. Very satisfied
2. Somewhat satisfied
3. Neutral/not sure/do not know
4. Somewhat unsatisfied
5. Very unsatisfied
6. Refused

#### Single-family Residential Survey

1. Overall, how satisfied are you with the service you receive from the company?
2. I am going to read you a list of handling services by your collector. For each, please tell me how satisfied you are. If you have no experience with any particular service, just tell me?
  - a. How satisfied are you with the collection crew that picks up at your home?
  - b. How about the response time following a missed collection?
  - c. How about the response time following a request for a new or replacement cart?
  - d. How satisfied are you with the telephone courtesy you get from Republic Services?
  - e. How about the knowledge of the customer service staff on the phone?
  - f. The satisfied are you with the handling of your phone requests by customer service?

#### Commercial Survey

1. Overall, how satisfied are you with the service you receive from Allied Waste or Republic Services in 2013?
2. How satisfied are you with the work by the collection crew at your location?
3. With the response time following a missed collection, if there have been any during this last year?
4. With the response time following a request for a new or replacement cart in this last year?
5. How satisfied are you with the courtesy of Allied Waste or Republic Services customer service staff on the phone?
6. With their knowledge to service inquiries when on the phone?
7. With their responsiveness to your requests on the phone?