

Republic Services Customer Service Calls and Missed Collection Data*

July 2023 through June 2024

Table 1: Call Type Summary

Call Type	Count
July-23	268
Complaint	18
Damage/Leak/Spill	5
Escalation	245
August-23	454
Complaint	24
Damage/Leak/Spill	6
Escalation	424
September-23	275
Complaint	21
Damage/Leak/Spill	1
Escalation	253
October-23	340
Complaint	14
Escalation	326
November-23	100
Complaint	5
Escalation	95
December-23	454
Complaint	23
Escalation	431
January-24	341
Complaint	9
Damage/Leak/Spill	7
Escalation	325
February-24	349
Complaint	19
Damage/Leak/Spill	9
Escalation	321
March-24	348
Complaint	17
Damage/Leak/Spill	6
Escalation	325
April-24	273
Complaint	7
Damage/Leak/Spill	7
Escalation	259
May-24	302
Complaint	11
Damage/Leak/Spill	8
Escalation	283
June-24	336
Complaint	26
Damage/Leak/Spill	5
Escalation	305
Jul 23-Jun 24 Total	3840

Figure 1: July 2023 - June 2024 Escalation, Complaint, and Damage/Leak/Spill Calls by Month

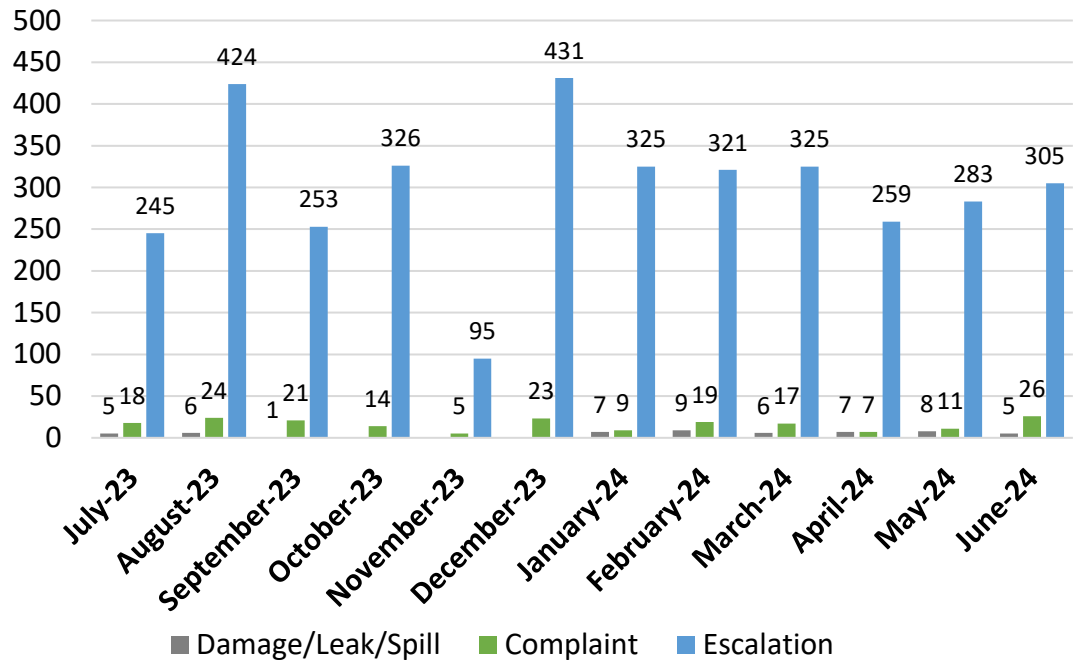


Figure 2: July 2023 - June 2024 Escalations by Detail Category and Month (Service Related Only)

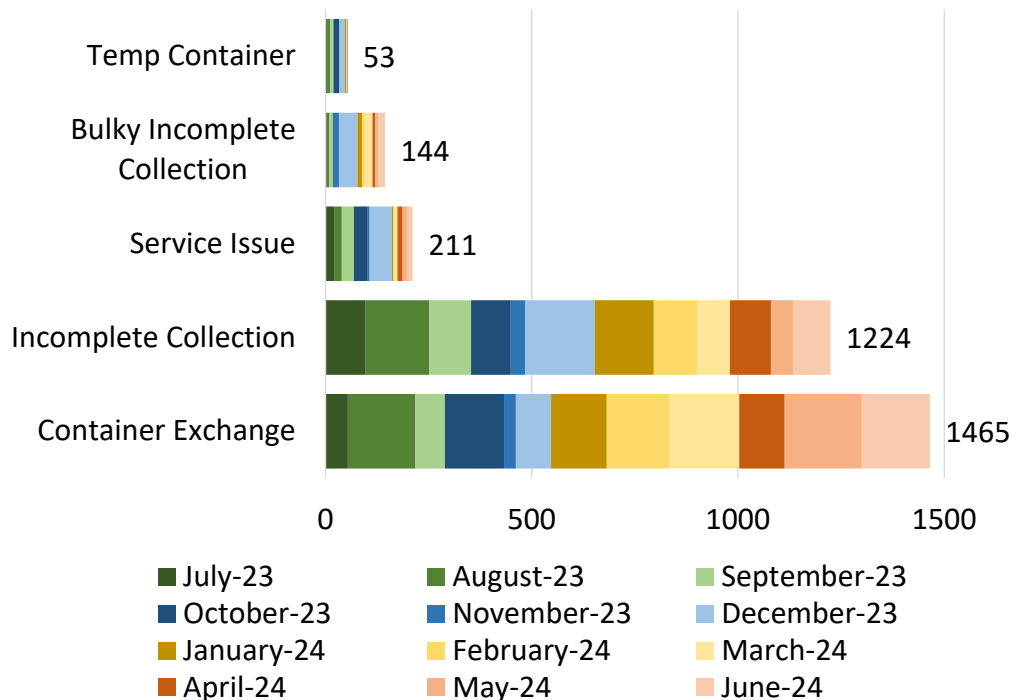
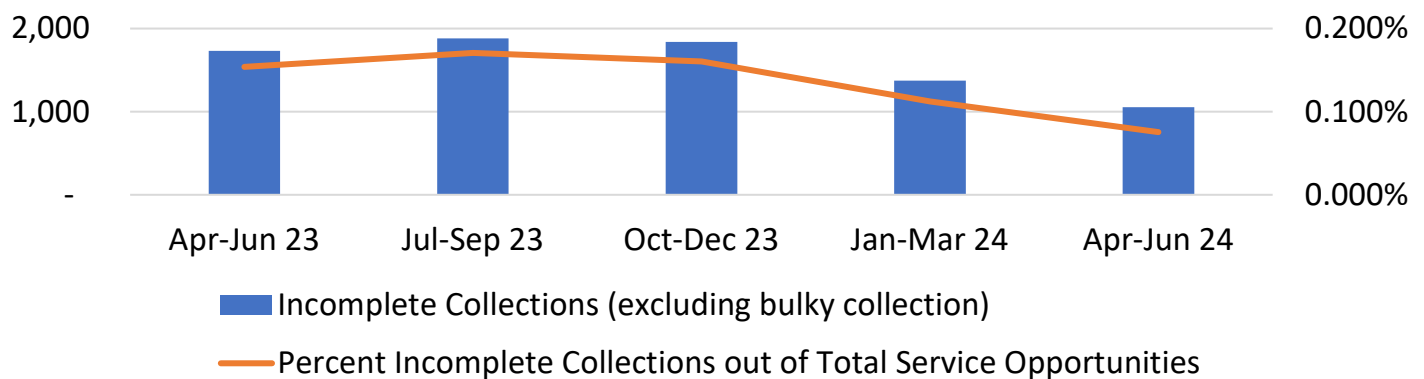
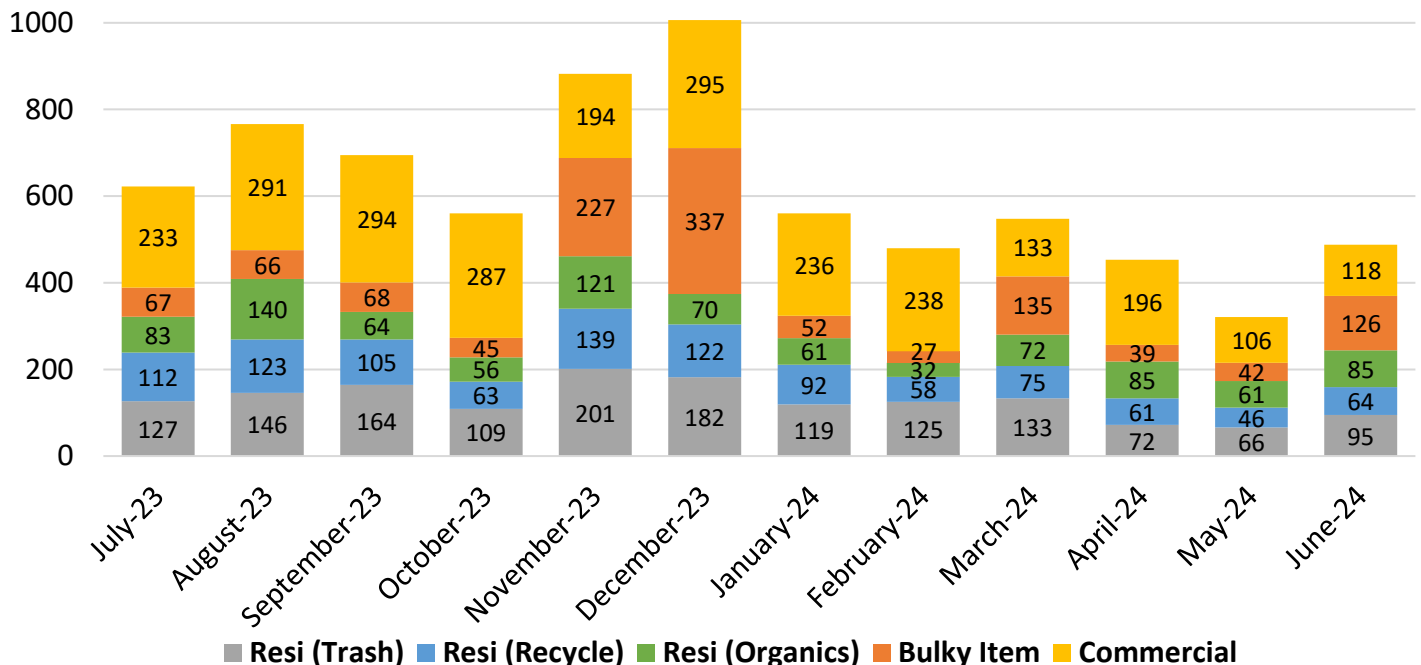


Table 2: Incomplete Collections Compared to Service Opportunities*

Period	Incomplete Collections*	Service Opportunities	% Incomplete Collections
Jul-Sep 23	1,882	1,102,622	0.171%
Oct-Dec 23	1,839	1,146,272	0.160%
Jan-Mar 24	1,374	1,224,741	0.112%
Apr-Jun 24	<u>1,055</u>	<u>1,399,162</u>	0.075%
FY 23-24 Total	6,150	4,872,796	0.126%

*Does not include bulky item service data.

Figure 3: April 2023-June 2024 Incomplete Collections Compared to Service Opportunities by Quarter**Figure 4: July 2023-June 2024 Incomplete Collections by Month and Service Category (Includes Residential ("Resi"), Commercial, and Bulky Item Service)**

Subject: Receive and file the 2023-2024 Update of the Franchise Agreement with Republic Services. (Action Item)

Final

implementation, contract term requirements, and service improvements. In addition, analysis from Republic's hauler reports data is reviewed to monitor trends in collection, diversion, legislative compliance, and customer service requests.

Incomplete Collections

An area of focus due to the large number of missed services reported is the incomplete collections. Republic operations staff has implemented the following changes to improve service reliability.

- Staffing and routing adjustments to collection routes in October 2023 to address incomplete collections and related escalations. This initiative aimed to increase the number of routes and decrease the number of route hours per day for each driver.
- An increase of ten (10) collection vehicles and drivers to provide commercial service to the District. As a result of the additional resources, commercial service was expanded from 13 to 19 routes, with organics, and recycling service now expanded to five days per week, up from one or two times per week.
- Adjustments resulted in commercial routes modified from up to 220 stops per day per collection vehicle, to approximately 150 stops per day per collection vehicle.
- Residential service saw one new solid waste route created, and a new organics route is set to begin service in September 2024.

Republic also made operational adjustments to increase service reliability. Commercial routing and driver assignments were updated to ensure the same driver would service the same property each service day.

The results of the routing updates, which began in October 2023 and continued in stages as trucks were delivered and employees were hired, are reflected in Figures 3 and 4 of Attachment A. While the number of scheduled collections (service opportunities) increased by an estimated 20% year-over-year from January through March 2023 and 2024, Republic's reports show an over 64% reduction in incomplete residential and commercial collections. The rate of incomplete collections out of total service opportunities is .126% for July 2023 through June 2024.

Household Battery Collection

In California, batteries are classified as a universal waste and are prohibited from being thrown in the regular trash and required to be diverted and recycled through designated collection programs. Many fires, in both landfills and trash collection vehicles, are the result of the improper disposal of household batteries, such as lithium-ion batteries which burn hotter and faster.

In May 2024 as part of the Agreement, Republic provided household battery recycling collection buckets to aid in the collection of loose batteries from the public and routine City operations. The buckets are located on each floor of City Hall, with a public bucket located on the first floor, various areas of the Police and Public Works Departments. Each facility now has a battery collection receptacle in each building's front lobby for public use. The program can be expanded to other facilities, as needed.

Scholarship Program

A new scholarship program was established for Garden Grove Unified School District high school seniors. Through this Agreement, Republic would provide \$7,000 annually to fund seven scholarships. Due to a focus implementation of SB 1383 in FY 2022-23, no scholarships were awarded. However, Republic will be funding \$14,000 of scholarships for FY 2023-24. To coordinate the scholarship program, Republic collaborated with the Women's Division of the Garden Grove Chamber of Commerce to further enhance their scholarship program. Any remaining funding that is not awarded will be carried over to future years. Staff and Republic will continue to work with the Chamber to promote the scholarship program each year.

Electric Collection Vehicle

The 2022 Agreement also requires implementation of at least one electric collection vehicle. Originally scheduled to be in service by April 2023, electric fleet implementation across the industry has faced challenges while adopting the new technology. An electric vehicle of the same model Garden Grove was scheduled to receive was provided to a local city. That vehicle has faced numerous maintenance issues and challenges. As a result, Republic is providing Garden Grove with an electric trash collection vehicle from the Oshkosh Corporation. This vehicle, designed by both Republic and Oshkosh, has shown to be more reliable and is able to accommodate 60% more lifts per day than the original model. Republic estimates the electric vehicle will begin recycling collection service by November 2024. Since many of Garden Grove's collection vehicles have been recently replaced, Republic will not have to change our fleet to electric vehicles as mandated by the state of California until after 2032.

SB 1383 Implementation

Compliance Action Plan

The District completed its Compliance Action Plan (CAP) with CalRecycle under SB 619 in May 2024. There were 57 items identified with the CAP all relating to SB 1383 implementation. While some of the items were completed as soon as the Agreement with Republic was executed, others such as the auto-enrollment process for commercial and multi-family properties were strategically phased-in over time to ensure successful program implementation.

As the initial implementation phase of SB 1383 collection programs has concluded, staff, its consultants, and Republic will continue to work to enhance and add additional elements to public education, outreach, and inspections. The enhancements will be incorporated to help the District achieve ongoing compliance and encourage participation across residential and commercial generators. Republic staff is currently working on processing SB 1383 waivers and focusing on bringing the last remaining non-compliant commercial and multi-family properties into compliance.

Public Education and Outreach

District and Republic staff are shifting its focus to creative education and outreach programs to raise awareness of ongoing SB 1383 requirements and provide guidance on topics that reduce the amount of organic materials that end up in landfill. Republic continues to produce quarterly newsletters and attend community events to remind District community members to reduce, reuse, and recycle.

Recently, CalRecycle authorized use of grant funds to play a 90 second video at the start of the movies at the Regal Cinema in Garden Grove through November. The 90 second animated video was produced by the GGTV3. It was first shown at the 2023 State of the City and posted on the City's website at ggcity.org/organics.

FINANCIAL IMPACT

There is no financial impact.

RECOMMENDATION

It is recommended that the Garden Grove Sanitary District Board of Directors:

- Receive and file this report.

By: Mark Ladney, Senior Program Specialist

ATTACHMENT

1. Republic Waste Complaint Log