



## Memorandum

**Memorandum No: 22-089**

**Date:** August 1, 2022

**To:** Honorable Mayor, Vice Mayor, and Commissioners

**From:** Greg Chavarria, City Manager 

**Re:** Republic Services of Florida – Update on Residential Garbage and Yard Waste Collections – Extension of Operational Hours

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This is an update to Memorandum No: 22-048 dated April 25, 2022, regarding the services provided by Republic Services of Florida, Limited Partnership (Republic) under Contract 12209-895 for residential curbside collection services for garbage and yard waste. The focus of this memo is to provide an update on services and note Republic's request to extend evening operating hours.

Beginning in September 2021, the City began receiving escalated complaints regarding Republic's performance. These complaints included missed pick-ups, routes not being completed, inconsistent service times and unresolved repeat calls. Staff has been actively engaged with Republic's local and regional leadership since that time. Republic representatives have committed to making the improvements necessary to deliver quality service as outlined in their contract. These have included additional recruitment strategies for drivers, mechanics, and other key positions; a focus on equipment maintenance and repairs; and a reinvigorated approach to customer service.

Since April 2022, the City has worked with Republic to increase outreach through the City's utility bill and social media. Republic continues to focus on training new drivers, resolving escalated complaints, and completing daily routes for the Fort Lauderdale garbage and yard waste collections. In late July, Republic requested to temporarily extend the contractual operating hours from 6:00 p.m. to 7:30 p.m. This change is intended to give Republic additional operational flexibility to complete daily routes.

As noted previously, Republic confirmed through written notice to the City that they will not seek renewal of their current contract which expires on July 30, 2023. Procurement Services is currently reviewing bid documents to immediately solicit curbside collections services. This will allow for the awarded Contractor to have the time needed to acquire equipment, staffing, and other resources prior to the contract starting July 31, 2023.

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