



INFORMATIONAL MEMORANDUM

TO: Transportation and Infrastructure Services Committee
FROM: Hari Ponnekanti, Public Works Director/City Engineer
By: Griffin Lerner, Public Works Budget Analyst
CC: Mayor Allan Ekberg
DATE: March 4, 2022
SUBJECT: Solid Waste Contract Status Update
Contract No. 12-027

ISSUE

The City’s contract with Waste Management (WM) expires on October 31, 2023. The City is now undergoing a request for proposals (RFP) process to ensure a smooth transition.

DISCUSSION:

Since the last update on January 18th, staff have incorporated industry review comments and resident feedback, and released the RFP, with final proposals due April 18. Based on resident feedback from the survey, staff included the following (and more) in the RFP:

- enhanced language around operational reliability
a cost estimate for weekly recycling
performance measures for customer service

PROCESS SCHEDULE (All times Pacific Time)

Table with 2 columns: Event, Time Frame. Rows include Staff/Legal Review of Industry Review RFP and Contract, Release Industry Review draft of document set, Release Resident Survey, Industry Review comments due, Resident Survey due, Release Final RFP to Known Interested Parties, First Round Proposer Questions Due, Second Round Proposer Questions Due, Proposals Due, Proposal Evaluation, Interviews, Clarifications, Selection, Finalization of Contract, Recommendation to City Council, Council Process, City Executes Contract, Contractor Delivers Transition/Implementation Plan, Container Delivery, Start of Collection Services.

FINANCIAL IMPACT

There is no financial impact since the selected vendor will reimburse the procurement costs at the end of this process. While there will be no financial impact to the city, staff expects that future rates (monthly user fees) will increase substantially.

RECOMMEDATION

Discussion only.

Attachment: Solid Waste Survey Analysis

# SOLID WASTE RFP SURVEY ANALYSIS

Griffin Lerner, Public Works Analyst

## OVERVIEW

As a part of the RFP process, city staff created and administered an online survey to assess resident priorities in the next solid waste contract.

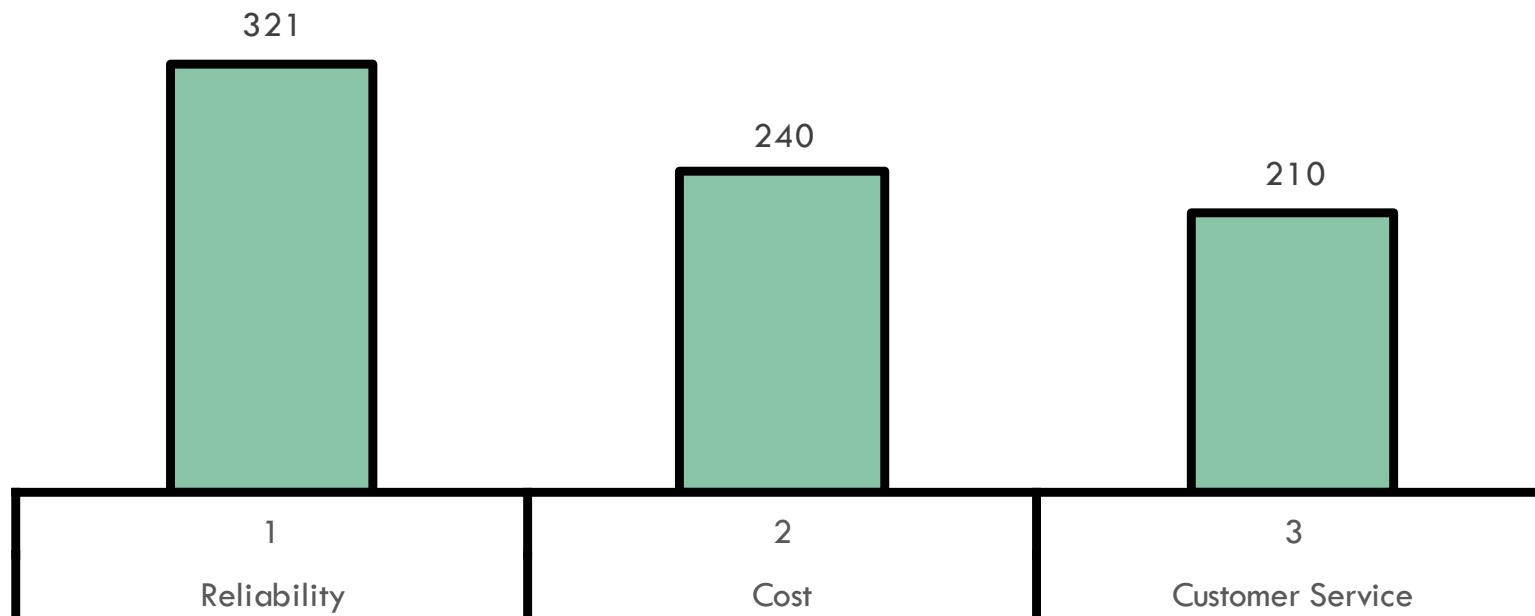
Open for three weeks, from December 27 – January 14

Received 112 responses from nearly every neighborhood in Tukwila

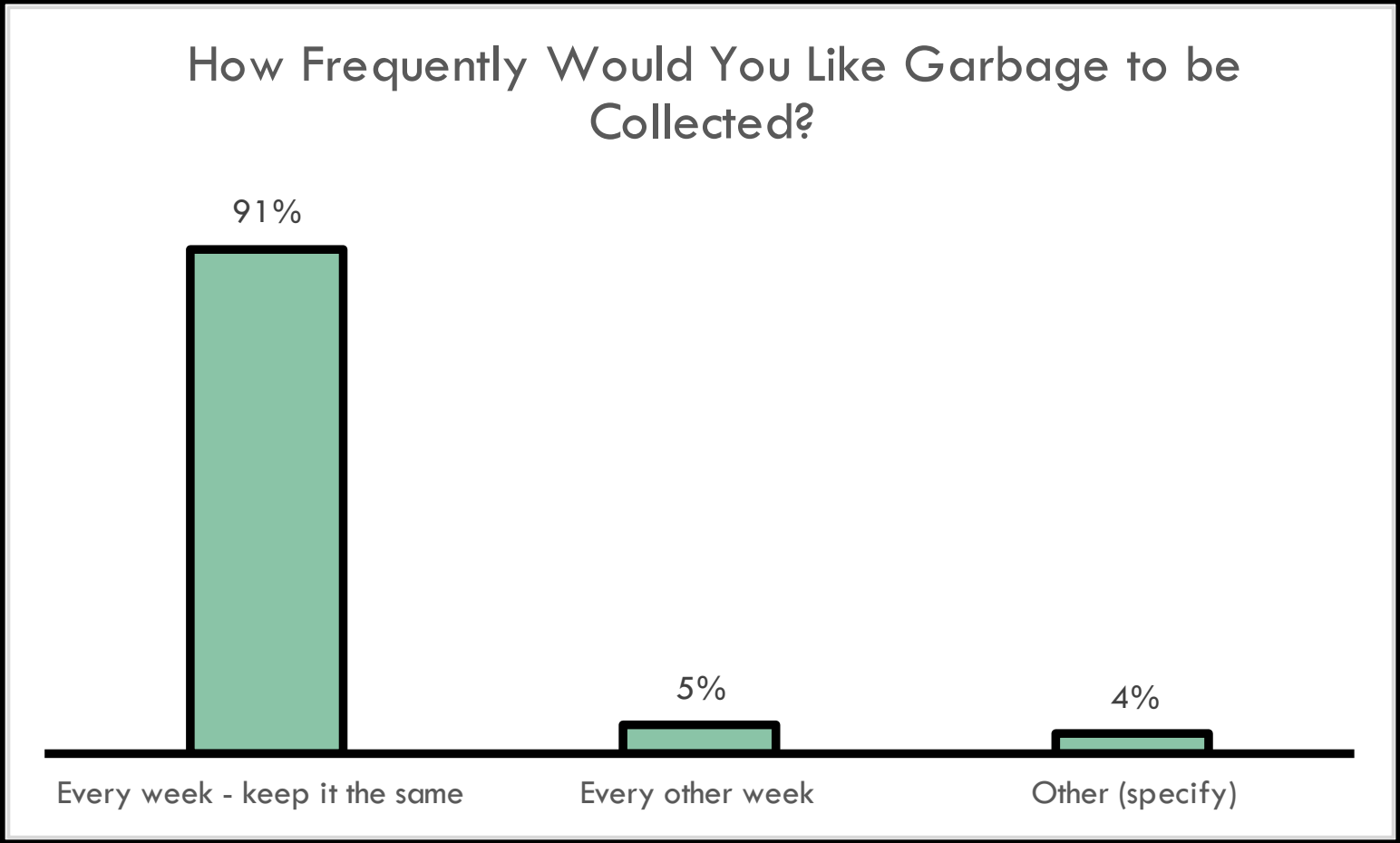
Survey measured priorities for *next* contract; it is not a reflection of current service

# RELIABILITY IS A KEY PRIORITY FOR RESIDENTS

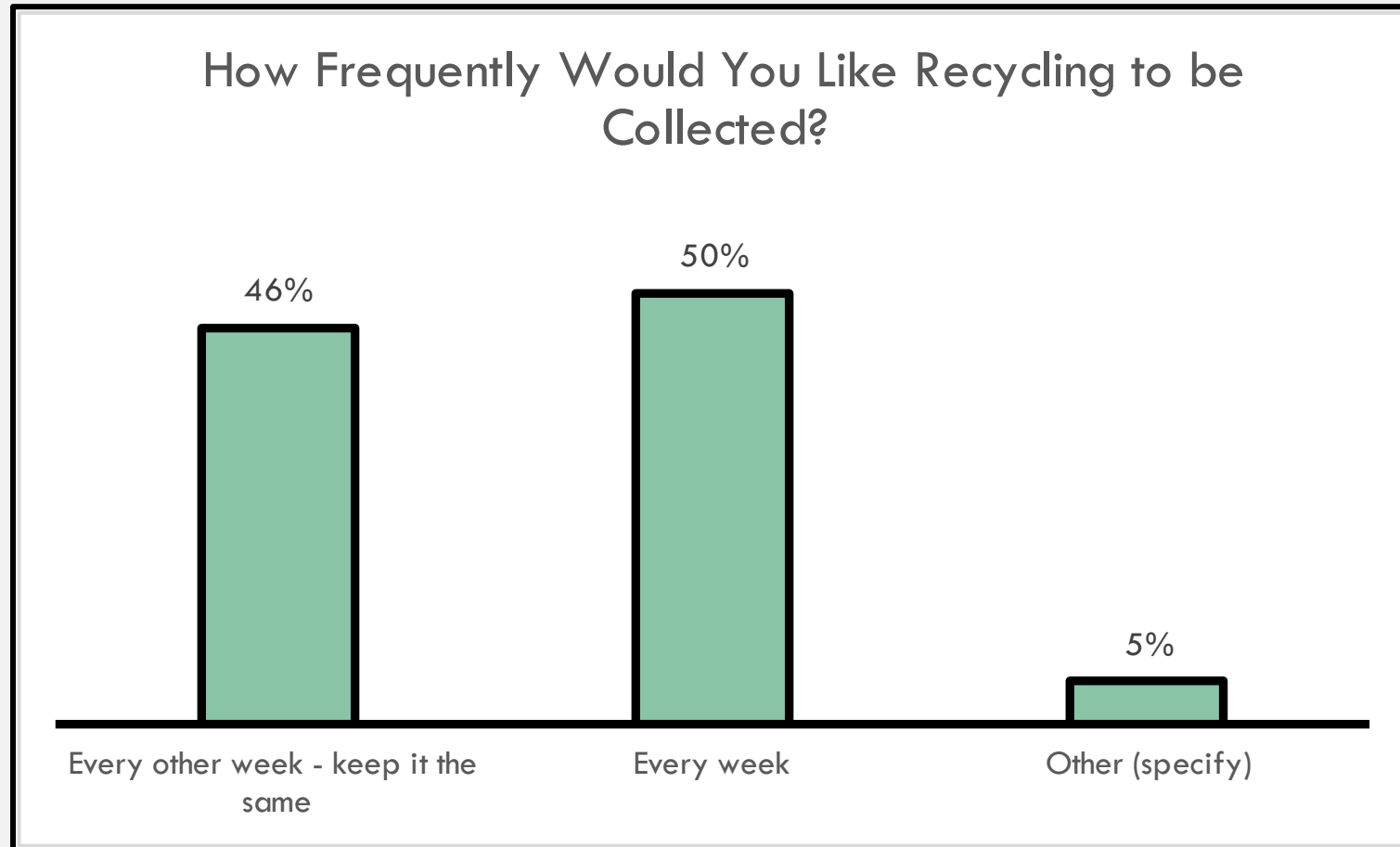
Weighted Importance of Priorities in Solid Waste Provider



# RESIDENTS PREFER THE STATUS QUO IN GARBAGE COLLECTION

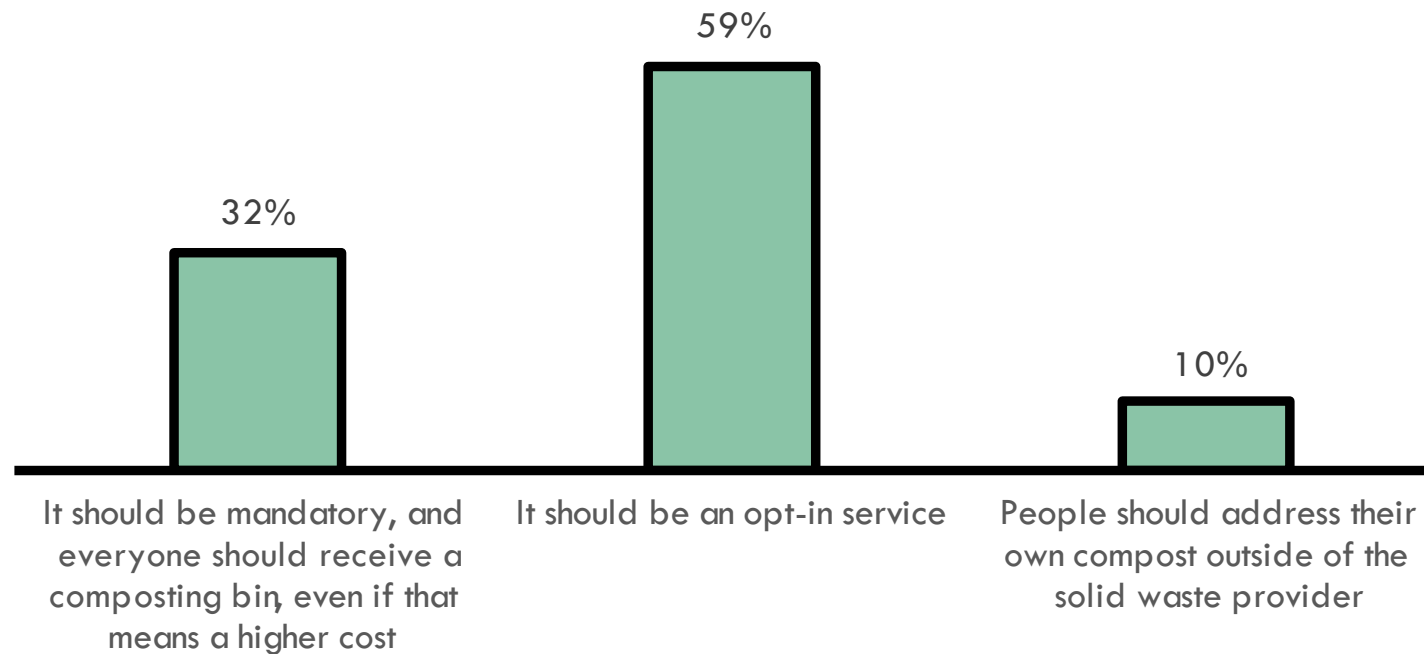


## RESIDENTS EXPRESSED INTEREST IN MORE FREQUENT RECYCLING



## RESIDENTS FEEL COMPOSTING SHOULD REMAIN AN OPT-IN SERVICE

How Should Composting Incorporated into the Solid Waste Contract?



## OTHER INSIGHTS

Importance of  
customer  
education

Need for bulky  
item pick-up/drop-  
off

Interest in options  
for difficult to  
recycle items



RESIDENT PRIORITIES WILL BE REFLECTED  
IN THE NEXT CONTRACT

What We Heard



What We Did

Reliability is important



Incorporated enhanced language around monitoring operational performance

Interest in more frequent recycling



Requested a cost estimate for weekly recycling

Customer service should be responsive to needs



Added performance measures for customer service