



Memorandum

Memorandum No: 21-096

Date: November 29, 2021

To: Honorable Mayor and Commissioners

From: Chris Lagerbloom, ICMA-CM, City Manager

Re: Republic Services of Florida - Residential Garbage and Yard Waste Collections

Republic Services of Florida, Limited Partnership (Republic) was awarded Contract 12209-895 for residential curbside collection services for garbage and yard waste (CAM 19-0306) through a competitive procurement process. This four-year contract, which began July 31, 2019, includes twice weekly garbage collections and once weekly yard waste collections for approximately 38,000 properties within the City. Republic was the incumbent and provided like services to the City under contract 643-11289 for the previous five years.

Beginning September 2021, the City began receiving escalated calls and complaints from our neighbors regarding issues with Republic's service. These issues included missed pick-ups, routes not completing on the scheduled service day, inconsistent service times, and unresolved repeat calls. Staff has been engaged directly with Republic to identify the root causes of the service failures and are working closely with the vendor to execute an action plan. Republic has committed to making the improvements necessary to provide a quality level of service to our neighbors consistent with their contract.

Neighbor complaints are directly related to recent turnover at Republic. Like many businesses, Republic is struggling to recruit and retain the drivers and mechanics that are critical to their operations. In response, Republic has committed to over-hiring for their open positions and has directed an emergency team of mechanics to work on the equipment used to service the City of Fort Lauderdale. They have also brought additional equipment from other locations to supplement their fleet as needed repairs can be delayed due to supply chain issues in sourcing specialized parts. Additionally, Republic will be rebalancing their current route boundaries and adding an additional truck to ensure service is completed on the scheduled day.

Neighbor complaints have been reduced in recent weeks. City staff will continue to maintain an active role by working directly with Republic to address issues as they arise. This includes frequent communication with local and regional managers from Republic, the assessment of liquidated damages for service failures, and regular feedback and follow-up to neighbor concerns.

c: Tarlesha W. Smith, Esq., Assistant City Manager
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Jeffrey A. Modarelli, City Clerk
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Department Directors
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