

September 20, 2022 City Council Worksession

Trash Collection Discussion: Summary of information provided by CVWMA

Regarding Customer Service Response Concerns:

- **New Customer Service Representative** - CVWMA hired a new Full-Time Customer Service Representative who began on May 31, 2022. She has been fully trained on answering the phones and providing information on the various CVWMA programs and nuances in each of the localities, responding to emails and reviewing and evaluating requests we receive online.

- **Challenges with people contacting customer service several different ways for the same issue**
 - By providing additional platforms for residents to reach us, we are also experiencing residents reaching out on multiple platforms for the same issue. For example, recently a resident logged a request through the self-service option 3 times, called and left 2 voicemails and followed up by email. Each one of those communications takes time to respond to.
 - We are developing email responses to the self-service option that will give the customer an idea of when to expect their service request to be complete. (for example, if someone logs a missed pick up, the email response might include something like, *"please allow X hours for your request to be completed"*). In addition, when our contractor closes out the request, the resident gets an email that the request has been completed.

- **New Phone System**
 - We recognize our phone system itself (hardware/software) is antiquated and not very user friendly. We are in the final stages of selecting a vendor to provide a new phone system that will be cloud based and will definitely enhance the callers experience.
 - Some features will include:
 - the ability to streamline messaging, and better inform the caller what to expect (for example, wait time)
 - the ability to change and edit messaging depending on what is going on to better inform residents
 - the ability while on hold to "enter your phone number and we'll call you back in the order your call was received" and/or "if you'd like to leave a voicemail..."
 - voicemails will be forwarded to an email box vs. logging into a voicemail box, for quicker and more timely response.
 - I expect to implement this new contact center in the next 2-3 months.

Why the WM truck with the arm is not equipped to dispose of the Meridian containers:

- The arm on the truck that dumps the trash is not programmed to release cans into the hopper of the truck, so that cans are not mistakenly discarded. As such to dispose of an actual trash cart, a different type of truck must be sent to collect, the same type of truck that is used to collect bulky waste.

Why citizens are asked about the type of bulk waste of which they are disposing:

- We ask citizens what they are putting on the curb for collection for several reasons:
 - 1) the more WM knows what is out there to collect helps ensure they have enough resources on collection day to get it all collected, efficiently and timely
 - 2) we want to be sure the amount of bulky waste isn't over the limit, so that it doesn't get rejected by WM, which can lead to frustration
 - 3) there are some items that are not accepted such as construction waste, tires, refrigerators where the gases have not been removed, etc and we want to be sure the resident is informed of that up front so that it doesn't get rejected

- 4) yard waste needs to be prepared a certain way, and we want to make sure the resident is aware so that WM is able to pick it up on the first pass and also
- 5) knowing a resident only has bags vs other bulky waste helps because WM might handle bags by having the regular route driver that is emptying the cans, pick up the bags while he/she is there instead of sending the separate bulk truck
- All in all, we want to ensure the material on the curb is prepared properly and is acceptable so that it gets picked up the first time and the resident is satisfied.

Information on online request utilization:

- From a Customer Service standpoint, call volume and service requests have also gone back to a more normal level subsequent to the transition.
- Since adding online self-service option July 1, we are continuing to see a shift to more online requests. Residents are purchasing additional cans, logging bulk requests and missed pick-ups through the online option.
- In August, 37% of bulk pickups were logged online, compared to 32% in July
- For the September 14 collection, all bulk requests were submitted before the deadline (74 requests), and over 39% were submitted online (*Note: this point was drafted by City staff based on information provided by CVWMA*)