

- Answering Customer telephone calls, texts, chat, and/or e-mail requests;
- Informing Customers of current, new, and optional services and charges;
- Notifying Customers of service disruptions, or delays related to weather, construction or street resurfacing activities through automated/other phone calls, texts, and/or email;
- Handling Commercial and Multifamily Complex Customer subscriptions and cancellations;
- Handling of Garbage and Organics Extra Unit credit appeals
- Handling of Single-Family Residential service changes as request by owner or tenant
- Receiving and resolving Customer complaints;
- Dispatching Drop-box Containers, temporary Receptacles, and special collections;
- Maintaining and updating regularly as necessary a user-friendly internet website.
- Maintaining and updating regularly as necessary a user-friendly mobile application.

These functions shall be provided at the Contractor's sole cost, with such costs included in Contractor charges set forth in Exhibit B.

### **3.3.2 Specific Customer Service Requirements**

The Contractor shall maintain a one or more service base(s) for storing and/or maintaining collection vehicles within fifteen (15) miles of the City's corporate limits, housing operations and management staff, and hosting call center operations. In the event of emergency, call center services may be remotely provided. One location, approved by the City, shall be accessible to Customers during Office Hours who wish to pay their bills in person and/or request program information.

Customer service representatives shall be available through the Contractor's call center during Office Hours for communication with the public and City representatives. Customer calls shall be taken during Office Hours by a person, not by voice mail. During all non-Office Hours, the Contractor shall have an answering or voice mail service available to record messages from all incoming telephone calls.

The Contractor shall maintain a twenty-four (24) emergency telephone number for use by the City. The Contractor shall have a representative, or an answering service to contact such representative, available at such emergency telephone number for City use during all hours, including normal Office Hours. Inability to reach the Contractor's staff via the emergency telephone numbers shall be cause for performance fees in accordance with Section 5.1.2

#### **3.3.2.1 Customer Service Representative Staffing**

1 During Office Hours, the Contractor shall maintain sufficient call center staff to answer and handle  
2 complaints and service requests from all Customers without delay. If incoming telephone calls  
3 necessitate, the Contractor shall increase staffing levels as necessary to meet Customer service  
4 demands. The Contractor shall provide and publicize a telephone number capable of handling service  
5 related text messages.

7 The Contractor shall maintain sufficient staffing to answer and handle complaints and service requests  
8 in a timely manner made by methods other than telephone, including letters, e-mails, text messages or  
9 webpage messages. If staffing is deemed to be insufficient by the City to handle Customer complaints  
10 and service requests in a timely manner, the Contractor shall increase staffing levels to meet  
11 performance criteria specified in Section 3.3.2.4.

13 The Contractor shall provide additional staffing during the transition and implementation period, and  
14 especially from six (6) weeks prior to the Date of Commencement of Service, through the end of the  
15 fourth month after the Date of Commencement of Service, to ensure that sufficient staffing is available  
16 to minimize Customer waits and inconvenience. The Contractor shall receive no additional  
17 compensation for increased staffing levels during the transition and implementation period. Staffing  
18 levels during the transition and implementation period shall be subject to the City's prior review and  
19 approval.

#### 21 **3.3.2.2 Contact for City Coordination**

23 The Contractor shall maintain staff that has management level authority to provide a point(s) of contact  
24 for the majority of inquiries, requests, and coordination covering the full range of Contractor activities  
25 related to this Contract. Duties include, but are not limited to:

- 27 • Assisting staff with promotion and outreach to Single-Family Residences, Multifamily  
28 Complexes, Commercial Customers, and special events;
- 29 • Serving as an ombudsperson, providing quick resolution of Customer issues, complaints, and  
30 inquiries; and,
- 31 • Assisting the City with program development and design, research, response to inquiries, and  
32 troubleshooting issues.

34 A Contractor-designated service expert(s) shall be immediately accessible by staff to address emerging  
35 problems as needed, and shall return messages (telephone, text or e-mail) within four (4) hours of the  
36 City's leaving or sending a message during Office Hours. One month prior to the Contract effective date,  
37 the City will be provided with an organization chart including contact information to clarify who will be  
38 the best individual to resolve particular concerns. The information will be updated each month as part  
39 of the monthly report each time that information changes.

41 Should the Contractor fail to meet the City expectations for Customer service as described herein, the  
42 Contractor shall be assessed performance fees in accordance with Section 5.1.

#### 44 **3.3.2.3 Service Recipient Complaints and Requests**

46 The Contractor shall record all complaints, regardless of how received, including date, time, Customer's  
47 name and address, if the Customer is willing to give this information, method of transmittal, and nature,

1 date and manner of resolution of the complaint in a computerized daily log. Any telephone calls  
2 received through the Contractor's non-Office Hours voice mail or answering service shall be recorded in  
3 the log no later than by the following business day. The Contractor shall make a conscientious effort to  
4 respond directly to the Customer and resolve all complaints within one business day of the original  
5 phone call, letter, or internet communication. If a longer response time is necessary for complaints or  
6 requests, the reason for the delay shall be noted in the log, along with a description of the Contractor's  
7 efforts to resolve the complaint or request.

8  
9 The Customer service log shall be available transmittal to the City, or its designated representatives,  
10 during the Contractor's Office Hours, and shall be in an electronic format approved by the City. The  
11 Contractor shall provide a copy of this log in an electronic format with the monthly report.

#### 12 13 **3.3.2.4 Handling of Customer Calls**

14  
15 Upon installation and full implementation of an upgraded call center telephone system no later than  
16 April 1, 2020, all incoming telephone calls shall be answered promptly and courteously, with an average  
17 speed of answer of less than thirty (30) seconds. Customers shall be given the automated option of  
18 having the Contractor call the Customer back after waiting for thirty (30) seconds and the system shall  
19 be capable of receiving, tracking and allowing Contractor responses to texts. No telephone calls shall be  
20 placed on hold for more than two (2) minutes per occurrence, and on a monthly basis, no more than  
21 10% of incoming telephone calls shall be placed on hold for more than twenty (20) seconds. A Customer  
22 shall be able to talk directly with a Customer service representative when calling the Contractor's  
23 Customer service telephone number during Office Hours without navigating more than one layer of an  
24 automated phone answering system. An automated voice mail service or phone answering system may  
25 be used outside of Office Hours.

26  
27 A Customer calling into the Customer service phone lines and placed on hold shall hear either the City -  
28 specific messages or messages that are applicable and not misleading to Customers.

#### 29 30 **3.3.2.5 Corrective Measures**

31  
32 Upon the receipt of Customer complaints in regard to busy signals or excessive delays in answering the  
33 telephone, the City may request the Contractor submit a plan to the City for correcting the problem.  
34 Once the City has approved the plan, the Contractor shall have sixty (60) days to implement the  
35 corrective measures, except during the transition and implementation period from one (1) month prior  
36 to the Date of Commencement of Service, through the end of the fourth month after the Date of  
37 Commencement of Service, during which the Contractor shall have one (1) week to implement  
38 corrective measures. Reasonable corrective measures shall be implemented without additional  
39 compensation to the Contractor. Failure to provide corrective measures shall result in possible  
40 performance fees for the Contractor.

#### 41 42 **3.3.2.6 Contractor Internet Website**

43  
44 The Contractor shall provide a user-friendly Internet website accessible twenty-four (24) hours a day,  
45 seven (7) days a week, containing information specific to the City's collection programs, including at a  
46 minimum contact information, collection schedules, day of collection, material preparation  
47 requirements, available services and options, rates and fees, inclement weather service changes, and

1 other relevant service information for its Customers. The website shall include an e-mail function for  
2 Customer communication with the Contractor, and the ability for Customers to submit service requests  
3 and manage their services on-line. E-mailed Customer service requests shall be answered within twenty-  
4 four (24) hours of receipt.

5  
6 The website design shall be usability tested and then submitted to the City for approval a minimum of  
7 three (3) months prior to the Date of Commencement of Service of this Contract, and then changes shall  
8 be subject to the City's prior approval throughout the term of this Contract. The Contractor shall provide  
9 among its local staff a knowledgeable and proficient website manager that is responsive to the City's  
10 request(s) for changes to the Contractor's website. Changes requested by the City consisting of textual  
11 messages only shall be uploaded to the website within seventy-two (72) hours of the time of the  
12 request(s). Changes requested by the City, of a textual nature, that are related to an emergency or time-  
13 sensitive situation (such as an inclement weather event, windstorm, or event preventing access to a  
14 Customer's regular place of Receptacle set-out) shall be uploaded to the website as soon as possible and  
15 not more than six (6) hours from of the time of request. Changes requested by the City that include a  
16 graphical component must be uploaded to the website within ten (10) days of the time of the request.

17  
18 The Contractor shall update the website monthly, and more often if necessary, and provide links to the  
19 City's website, checking on a regular basis that all links are current. The website shall include  
20 information requested by the City in both English and Spanish. The website shall also provide  
21 statements on its homepage in other commonly used languages within the City referring them to the  
22 Contractor's translation helpline or a separate webpage with an appropriate translation function. Upon  
23 the City's request, the Contractor shall provide a website utilization report indicating the usage of  
24 various website pages and e-mail option.

#### 25 26 **3.3.2.7 Full Knowledge of Garbage, Recyclables, and Organics Programs Required**

27  
28 The Contractor's Customer service representatives shall be fully knowledgeable of all collection services  
29 available to Customers, including the various services available to Single-Family Residence, Multifamily  
30 Complex and Commercial Customers. For new Customers, Customer service representatives shall  
31 explain all Garbage, Recyclables, and Organics collection options available depending on the sector the  
32 Customer is calling from. For existing Customers, the representatives shall explain new services and  
33 options, and resolve recycling issues, collection concerns, missed pickups, Receptacle deliveries, and  
34 other Customer concerns. Customer service representatives shall be trained to inform Customers of  
35 Recyclables and Organics preparation specifications. City policy questions shall be immediately  
36 forwarded to the City for response.

37  
38 The Contractor's Customer service representatives shall have instantaneous electronic access to  
39 Customer service data and history to assist them in providing excellent customer service. The Contractor  
40 shall provide the City with internal customer service representative training and support information  
41 specific to the City to allow the City to review and check information provided to customer service  
42 representatives and, in turn, provided to Customers. Any revisions to these materials shall be approved  
43 in writing (e-mail is acceptable) by the City prior to being used by customer service representatives.

#### 44 45 **3.3.2.8 Customer Communications**

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2 All Customer communications (other than routine service and billing interactions with individual  
3 Customers) shall be reviewed and approved by the City before distribution.  
4

5 The City and Contractor recognize that Customer preferences for their method of communication may  
6 change during the Term of this Contract and agree to adjust customer service expectations to match  
7 Customer preferences. For example, if call traffic to the Contractor's telephone-based call center  
8 reduces over time and is supplanted by an increase in texting, the Contractor shall shift staff resources  
9 accordingly to ensure high levels of customer service. The City and Contractor agree to review Contract  
10 requirements periodically and negotiate in good faith any desired improvements to the Contract service  
11 standards related to customer service delivery.  
12

### 13 **3.3.2.9 Security of Customer Identity, Billing and Payment Data**

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15 The Contractor shall comply with the Federal Fair and Accurate Credit Transactions Act of 2003 (FACTA)  
16 and shall proactively protect and safeguard all relevant Customer financial information, including  
17 ensuring that all network hardware, software and third party information storage and data handling  
18 processes for Customer financial data are "PCI Compliant." The Contractor shall maintain and update  
19 written identify theft, credit report, and collection procedures and policies and incorporate those  
20 procedures and policies in staff training activities.

### 21 **3.3.3 Contractor's Customer Billing Responsibilities**

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23 The Contractor shall be responsible for all billing functions related to the collection services required  
24 under this Contract. All Single-family Residence Customers shall be billed at least every-other-month,  
25 and Multifamily Complex and Commercial Customers shall be billed monthly. In no case shall a  
26 Customer's invoice be past due prior to the receipt of all services covered by the billing period. The  
27 Contractor's billing cycle parameters include, but are not limited to the service period, invoice date, due  
28 date, late fee date, reminder date(s), Container removal and stop-service date. The City reserves the  
29 right to review and provide feedback on the bill template used by the Contractor as to format and  
30 design to ensure Customer satisfaction. The Contractor shall evaluate and may incorporate the City's  
31 recommendations in good faith. Billing and accounting costs associated with Customer invoicing,  
32 including credit card fees, shall be borne by the Contractor, and are included in the service fees in  
33 Exhibit B. The Contractor may charge deposits for temporary services and bill to Customers late  
34 payments and "non-sufficient funds" check charges, as well as the costs of bad debt collection, under  
35 policies and amounts that have been previously approved in writing by the City.  
36

37 The Contractor shall offer paperless billing, including an autopay/electronic notification function that  
38 allows Customer to set up autopay and receive an e-mail or text notification of the amount and draw  
39 date of the payment, without requiring the Customer to navigate to the Contractor's website to obtain  
40 that information.  
41

42 Customers may temporarily suspend collection services due to vacations or other reasons for as long as  
43 desired in a minimum two (2) week increments and be billed pro-rata for actual services received. A  
44 Customer shall be allowed up to three service suspensions each calendar year.  
45

46 The Contractor shall be responsible for the following: