



SHORELINE  
CITY COUNCIL

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September 27, 2019

Taryn Maxwell  
1417 NE 190<sup>th</sup> St  
Shoreline, WA 98155

Dear Taryn,

I wanted to acknowledge that the City received your letters regarding your concerns about an incident you experienced with a Recology driver and the resulting actions taken by Recology after the City requested an investigation.

The City first became aware of your complaint on July 24, 2019, when you contacted the City regarding an incident that occurred on April 16, 2019. The City followed up with Recology on July 25, 2019 to request that Recology take appropriate action to investigate the complaint, as required by Section 3.1.5 of the City's contract with Recology. That provision requires Recology to investigate any written complaint from the City regarding any unsatisfactory performance by any of its employees and take immediate corrective action.

Following our notification, Recology investigated the matter and notified the City in writing on August 6, 2019 that it had taken the following corrective action: 1) the employee in question had been permanently removed from providing service to you; 2) a formal apology letter was sent to you; and 3) your account was credited in the amount of \$319.95, the equivalent of 1 year of service. They noted that they were also taking steps to ensure that this type of situation does not occur again. These steps include administering additional training to all relevant staff members on expectations for customer service complaint response and investigations in order to ensure that all staff are held accountable to these standards moving forward. Recology also explained that they would be having an Operations Supervisor visit your route on collection day for the next month to ensure that the new drivers were placing your containers in the correct location after service. On August 7, 2019, Autumn Salamack, Environmental Services Coordinator for the City of Shoreline, informed you of Recology's corrective action both by phone and email.

It is important to the City that those we contract with provide excellent service to Shoreline residents and even more important that the service is

delivered in a fair and equitable manner to all. I am sorry that you have experienced Recology's service in a way that did not meet the Contract's expectations for customer service. I am glad that Recology took action to assure that future service will be in accordance with these expectations.

The City is committed to enforcing its contract with Recology, which includes high customer service standards. We will continue to monitor the services provided by Recology to the Shoreline community and hold them to the standards expected in our contract.

Sincerely,

A handwritten signature in cursive script that reads "Debbie Tarry". The signature is written in black ink and is positioned above the typed name.

Debbie Tarry  
City Manager