

# **EXHIBIT B**

# Waste Management

Overview of 2012 Labor Disruption in Puget Sound

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WUTC Public Hearing



# Waste Management

## 2012 Labor Disruption in Puget Sound

1. Introduction
2. Overview
3. Contingency Plan
4. Recovery
5. Current Status



# Teamsters Labor Disruption

## Strike Overview

- **May 31, 2012-** Teamsters Local 117 contract expired (152 employees)
  - WM and Union leadership negotiating in good faith
  - 16 WM proposals over four months
- **June 6, 2012-** WM files tariff in response to WUTC letter for possible labor disruption within the UTC
- **June 10, 2012-** Final proposal, no vote allowed, therefore, WM extended ratification timeframe and \$2,000 signing bonus for members to vote
- **July 25, 2012, 10:00am-** Teamster leadership called strike
  - Local 174 honored (387 employees) the strike-many stayed on the job to finish their routes



# Teamsters Labor Disruption Contingency Plan

WM contingency plans cover:  
Additional resources

- o Green Team
  - o Managers PNW Area
- Prioritization of Collection
- o Critical Accounts
  - o Commercial garbage
  - o Residential garbage
  - o Service Recovery
- Communications Channels

- o Call center
- o Website updates
- o Media
- o Out dials
- o Municipal Updates



# Teamsters Labor Disruption

First Days: Thursday, 7/26, Friday, 7/27, Saturday, 7/28

- Focused service delivery on critical accounts
- Serviced Renton Every Other Week (EOW) residential garbage collection services
- WM substitute drivers begin to arrive



# Teamsters Labor Disruption Sunday, July 31 2012

- Our second wave of highly skilled and licensed WM substitute drivers arrived and attended half day of orientation
- The Green Team- dedicated WM employees voluntarily act as temporary replacement workers during natural or national disasters (Katrina, Gulf oil spill), and other short term situations where additional staffing is needed immediately to meet contractual obligations.





# Teamsters Labor Disruption

## The Green Team





# Teamsters Labor Disruption

Monday, 7/30 & Tuesday, 7/31

- Commercial garbage, in addition to critical stops, for all regularly scheduled Monday customers
- 92% success rate with commercial routes in both UTC and contract cities
- Commercial garbage, including critical stops, for regularly scheduled Tuesday customers took place
- Local 231(33 drivers g/y/r) goes out on strike (Skagit Valley)

# Teamsters Labor Disruption

Wednesday, 8/1

## Limited Residential Garbage Service

- Limited Wednesday residential garbage collection for routes with:
  - Significant customer density
  - Proximity to operations and transfer stations
  - Easy navigation for WM substitute drivers
  - Easily articulated boundaries for communications
- Commercial garbage, in addition to critical stops, for regularly scheduled Wednesday customers took place
- Waste Management and Teamsters Local 117 reach tentative agreement late Wednesday evening



# Teamsters Labor Disruption

Thursday, 8/2, Friday 8/3

## Thursday

- Green Team dismissed; over 300 WM employees
- Local 174 return to work (garbage)
- Local 289 return to work (Skagit Valley)
- 85% completion of WM garbage routes in UTC and contract cities
- Due to heavy volumes, lack of 117 employees adversely impacted our ability to pick up all garbage

## Friday

- Regularly scheduled Friday commercial and residential garbage customers in King, Snohomish, and Skagit counties received service.



# Teamsters Labor Disruption

## WM Strategy to Minimize Service Disruptions-Recovery

### Saturday, August 4

#### Super Saturday Recovery Services

- Recovered regularly scheduled Wednesday (8/1) residential customers in selected areas
- 297 WM collection vehicles dispatched
- Continued recovery efforts for commercial accounts, including commercial recycling

### Targeted Super Saturday Customers

WUTC Federal Way/Auburn (G, R, Y)

WUTC Northern Snohomish County (G, R, Y missed on 8-1)

WUTC Snohomish County Mountlake (G, R, Y missed on 8-1)

WUTC King County-Woodinville (G, R, Y missed on 8-1)

Auburn (G, R, Y)

Bothell (G, R, Y)

Federal Way (G, R, Y)

Kirkland (G, R, Y)

Maple Valley (G, R, Y)

Marysville (R, Y)

Mill Creek (G, R, Y)

Mountlake Terrace (G, R, Y)

Redmond (G, R, Y)

Seattle (G, R, Y)



# Teamsters Labor Disruption

Monday, 8/6

- Residential and commercial garbage as well as yard waste running normal operations
- EOW residential recycling remains a challenge for all customers in UTC and city contracts, full recovery for customers week of 8/13
- Commercial recycling normal operations by 8/11



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