

Republic Services Contract Failures at Mansionette Court Condominiums

An Appeal for Contract Enforcement and Accountability

By Neil O'Brien

1542 E Alluvial Ave Fresno CA

June 4, 2026

Chronic Service Failures

- Recycling dumpsters are frequently skipped or partially serviced
- Service has been unreliable for a year
 - Account on a monitor since **Summer of 2025**
- In May 2026: **Only 2 of 9 scheduled days had complete trash + recycling service**
- **7 out of 9 service days were failures**
 - Multiple **no-shows** (May 12 & May 22)
 - Multiple **Drivers Past Dumpsters** w/o service (May 1 & May 5)
 - Multiple **Dumpster Inspections** w/o service (May 8, 15, & 26)
- Residents forced to use Republic Services under exclusive City contract without alternative

May 1 & May 5 Drive-by Failures

- Drivers drove in the complex
- Passed directly by recycling dumpsters
- Never slowed down, stopped, or inspected
- These dumpsters were completely ignored



More Video: Drivers Inspected But Refused to Empty Dumpsters

May 8



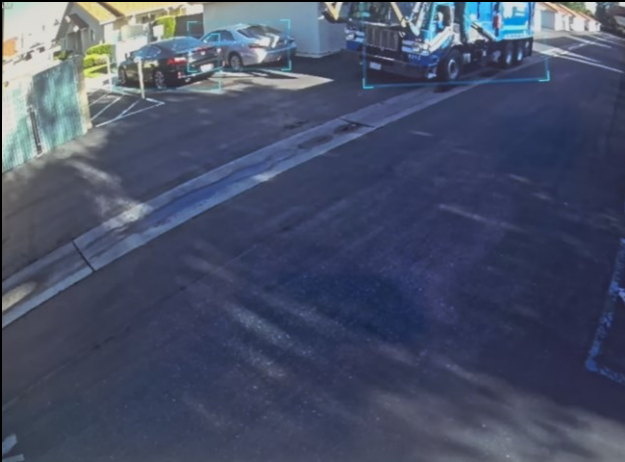
May 15



May 15



May 15



May 26



May 26



Drivers stopped, looked, and then left without servicing dumpsters

False Assurances & Lack of Accountability

- Sit-down meeting with four Republic supervisors on May 29
- Claimed the problem was fixed
 - “New driver” was assigned to route → **It was the same driver**
 - “New route supervisors” assigned → **Same route supervisors**
- Claimed trucks are equipped with GPS, AI & cameras to monitor driver performance → **Still requested my videos.**
 - Republic has not provided their GPS and truck video footage
- Republic’s AI feature is used to bill customers more fees
 - **AI is not used to improve service, route or driver accountability**
- Offered the same failed “Photo Monitoring” solution again

Real Impact on Our Community

- Residents are billed for services not received.
- Overflowing bins, foul odors, and sanitation issues
- Increased pests and health risks
- Attracts trespassers looking for recyclables (and property)
- Residents forced to spend many hours to document failures

The City Has “Been Down This Road” Before

- City Manager stated: “We have been down this road with Republic several times.”
- One year of complaints
 - Temporary fixes followed by recurring failures
 - No lasting improvement
- Lack of meaningful supervision and accountability

What I Am Asking For

1. Issue an immediate Notice of Default to Republic Services
2. Enforce meaningful penalties for missed and improper service
3. Begin the process to introduce competition- new vendors for waste and recycling collection/offer an alternative
4. **Require Republic to provide full service on every scheduled stop**