



Memorandum

TO: HONORABLE MAYOR
AND CITY COUNCIL

FROM: Jeff Provenzano

SUBJECT: See below

DATE: October 27, 2025

Approved

Date:

11/5/25

COUNCIL DISTRICT: Citywide

SUBJECT: Amendment to the Agreement with EMC Research, Inc. for Biennial Surveys

RECOMMENDATION

Approve a First Amendment to the Agreement with EMC Research, Inc. to conduct biennial surveys for the Environmental Services Department to increase the maximum total compensation from \$344,000 to \$394,750.

SUMMARY AND OUTCOME

EMC Research, Inc. (EMC) conducts surveys for the Environmental Services Department (ESD) and has two contracts with the department, one conducting quarterly satisfaction surveys for solid waste (OC-002180-001) and a second contract for conducting biennial surveys for solid waste, water, watershed protection, and recycled water programs (OC-005684). In Fiscal Year 2024-2025, \$50,750 was invoiced against the incorrect EMC contract. To address this error, ESD is reducing existing funding from contract OC-002180-001 from \$300,000 to \$249,250 and increasing the maximum compensation amount of contract OC-005684 from \$344,000 to \$394,750. While there is no net change in total compensation to EMC, the new maximum compensation amount of contract OC-005684 is subject to City Council approval as it exceeds the current City Manager's contract authority.

EMC is scheduled to conduct a set of biennial surveys beginning in January 2026. City Council's approval of the recommendation would enable EMC to conduct scheduled surveys and provide performance measure data and program improvement insights to ESD. It is critical for these surveys to be conducted for ESD to produce complete, accurate data for budgeted performance measures.

BACKGROUND

EMC conducts environmental research surveys to determine customer awareness of available services, knowledge of local environment issues, and satisfaction with ESD's programs and services. Survey data informs ESD's operations and contributes to performance measurement of residential garbage and recycling programs, commercial garbage and recycling programs, pollution prevention programs, potable water services, and South Bay Water Recycling.

Performance measure data is gathered every two years for budget process reporting. The next biennial survey is scheduled to be conducted from January to February 2026.

ANALYSIS

If contract OC-005684 maximum compensation amount is not increased, EMC will not be able to conduct its next biennial set of surveys. If this activity does not proceed as scheduled, ESD will not be able to provide accurate, complete performance measure reporting data for FY 2025-2026 or FY 2026-2027.

EVALUATION AND FOLLOW-UP

No additional evaluation or follow-up is required.

COORDINATION

This memorandum was coordinated with the City Attorney's Office and City Manager's Budget Office.

PUBLIC OUTREACH

This memorandum will be posted on the City's Council Agenda website for the November 18, 2025 City Council meeting.

COMMISSION RECOMMENDATION AND INPUT

No commission recommendation or input is associated with this action.

HONORABLE MAYOR AND CITY COUNCIL

October 28, 2025

Subject: Amendment to the Agreement with EMC Research, Inc. for Biennial Surveys

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CEQA

Not a Project, File No. PP17-003, Agreements/Contracts (New or Amended) resulting in no physical changes to the environment).

PUBLIC SUBSIDY REPORTING

This item does not include a public subsidy as defined in section 53083 or 53083.1 of the California Government Code or the City's Open Government Resolution.

/s/

Jeff Provenzano
Director, Environmental Services
Department

For questions, please contact Jennie Loft, Public Information Manager, Environmental Services Department, at jennie.loft@sanjoseca.gov or (408) 408-250-2974.