

## SOLID WASTE & RECYCLING MONTHLY REPORT NOVEMBER 2024

**Average times for route completion are as follows – KPI <5:00pm**

Month	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25
Trash routes	5:50pm	5:26pm	5:04pm	5:40pm	6:20pm	6:07pm	5:35pm	5:41pm	5:19pm	5:26pm	5:08pm	5:23pm	5:41pm			
Recycle Routes	5:35pm	5:16pm	5:00pm	5:13pm	5:10pm	5:22pm	4:39pm	5:16pm	4:54pm	4:36pm	4:44pm	4:38pm	4:41pm			

**Total Tons – KPI Increase Diversion tonnage to 25% of wastes generated**

Month	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25
Trash Tons	3281.97	2682.89	2854.26	2525.79	2996.45	3362.27	3603.35	2889.29	3411.03	2854.41	2644.94	2902.23	2928.42			
Recycle Tons	421.33	424.52	303.16	404.35	393.97	440.04	535.04	408.81	496.46	435.23	410.20	458.87	432.91			

**Service Statistics - Routes**

Missed Pickups - KPI Less than 50

Month	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25
Total Missed	94	86	87	60	61	71	63	74	88	149	67	86	75			

Average Stops per Month – KPI Average of 800+

Month	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25
Average	940	921	900	886	884	904	1081	1155	832	818	830	827	783			

Total Stops Serviced per Month – KPI 300k+ to include recycling (Including Green Waste)

Month	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25
Average	308166	294871	289167	301143	300404	341737	408667	411206	363781	319774	244766	282807	240234			

**Service Statistics - Carts**

Cart Issues – KPI Service customer need with 48 hours of calls

Month	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25
Trash Cart Delivery	70	77	101	74	84	93	120	105	119	105	96	102	100			
Trash Cart Return	17	12	8	12	9	17	8	15	20	11	10	13	8			
Recycle Cart Delivery	71	76	67	89	72	65	95	100	119	101	77	98	82			
Recycle Cart Return	16	5	12	8	13	23	13	7	19	14	10	9	8			

Repairs – KPI reduce damage due to operator

Type	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25
Wheel	20	15	34	46	15	35	30	31	42	31	37	41	56			
Lids	3	0	4	2	2	5	1	1	2	2	3	5	4			
Axel	0	0	1	1	0	1	7	0	3	1	2	0	2			
Bar	6	3	6	1	0	21	12	2	18	5	12	6	4			

**NEW PROGRAM – Free Dump Voucher**

Type			Jan 24	Feb 24	Mar 24	Apr 24	May24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25
Voucher Supplied			17	39	87	97	91	91	80	75	76	106	99			
Voucher Used			11	24	76	81	85	85	70	74	75	86	91			