SOLID WASTE & RECYCLING MONTHLY REPORT
MARCH 2024

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

Month	Feb 23	Mar 23	Apr 23	May 23	Jun 23	July 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24
Trash routes	5:01PM	5:13PM	5:38pm	5:34pm	5:28pm	6:26pm	6:28pm	5:54pm	5:49pm	5:50pm	5:26pm	5:04pm	5:40pm	6:20pm			
Recycle Routes	4:27pm	4:49PM	5:14pm	5:04pm	5:02pm	5:38pm	5:38pm	5:23pm	5:19pm	5:35pm	5:16pm	5:00pm	5:13pm	5:10pm			

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

Month	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May24	Jun 24
Trash Tons	2473.46	2674.33	2912.47	3565.08	3761.01	3201.02	3350.21	2569.36	2774.42	3281.97	2682.89	2854.26	2525.79	2996.45			
Recycle Tons	348.40	445.57	355.96	476.06	363.44	495.73	426.67	359.07	407.64	421.33	424.52	303.16	404.35	393.97			

Service Statistics - Routes

Missed Pickups - KPI Less than 50

Month	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May24	Jun 24
Total Missed	188	77	89	209	277	192	135	112	139	94	86	87	60	61			

Average Stops per Month – KPI Average of 800+

Month	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Au 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May24	Jun 24
Average	835	881	869	1206	1088	1113	1012	915	932	940	921	900	886	884			

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

Month	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May24	Jun 24
Average	269790	326790	288431	488634	450526	435030	441394	277204	317752	308166	294871	289167	301143	300404			

Service Statistics - Carts

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

Month	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May24	Jun 24
Trash Cart Delivery	70	77	47	146	195	99	95	24	41	70	77	101	74	84			
Trash Cart Return	11	5	7	13	18	12	6	12	13	17	12	8	12	9			
Recycle Cart Delivery	137	65	97	122	137	98	82	28	16	71	76	67	89	72			
Recycle Cart Return	8	6	7	21	17	19	6	16	12	16	5	12	8	13			

Repairs – KPI reduce damage due to operator

Type	Feb 23	Mar 23	Apr 23	May 23	Jun 23	July 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May24	Jun 24
Wheel	37	53	18	24	30	37	46	31	22	20	15	34	46	15			
Lids	2	2	1	2	3	5	2	1	2	3	0	4	2	2			
Axel	1	0	0	0	0	5	11	0	0	0	0	1	1	0			
Bar	2	4	2	0	6	4	9	20	3	6	3	6	1	0			

NEW PROGRAM – Free Dump Voucher

Type												Jan 24	Feb 24	Mar 24	Apr 24	May24	Jun 24
Voucher Supplied												17	39	87			
Voucher Used												11	24	76			