

SOLID WASTE & RECYCLING MONTHLY REPORT
MAY 2025

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

Month	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25
Trash routes	6:20pm	6:07pm	5:35pm	5:41pm	5:19pm	5:26pm	5:08pm	5:23pm	5:41pm	6:10pm	5:48pm	6:44pm	5:33pm	4:44pm	5:02pm	
Recycle Routes	5:10pm	5:22pm	4:39pm	5:16pm	4:54pm	4:36pm	4:44pm	4:38pm	4:41pm	5:38pm	4:56pm	5:53pm	4:42pm	4:12pm	4:17pm	

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

Month	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25
Trash Tons	2996.45	3362.27	3603.35	2889.29	3411.03	2854.41	2644.94	2902.23	2928.42	3113.63	2964.74	2349.79	3092.31	3548.93	3576.01	
Recycle Tons	393.97	440.04	535.04	408.81	496.46	435.23	410.20	458.87	432.91	510.20	436.94	376.58	461.14	525.37	507.89	

Service Statistics - Routes

Missed Pickups - KPI Less than 50

Month	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25
Total Missed	61	71	63	74	88	149	67	86	75	96	94	78	71	83	123	

Average Stops per Month – KPI Average of 800+

Month	Mar 24	Apr 24	May24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25
Average	884	904	1081	1155	832	818	830	817	793	827	864	869	840	807	896	

Total Stops Serviced per Month – KPI 300k+ to include recycling

Month	Mar 24	Apr 24	May24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25
Average	300404	341737	408667	411206	363781	319774	324406	356932	304616	342557	342346	229461	330449	348642	365808	

Service Statistics - Carts

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

Month	Mar 24	Apr 24	May24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25
Trash Cart Delivery	84	93	120	105	119	105	96	102	100	70	88	85	115	42	110	
Trash Cart Return	9	17	8	15	20	11	10	13	8	9	22	4	11	15	17	
Recycle Cart Delivery	72	65	95	100	119	101	77	98	82	77	65	75	110	48	98	
Recycle Cart Return	13	23	13	7	19	14	10	9	8	12	14	7	15	15	15	

Repairs – KPI reduce damage due to operator

Type	Mar 24	Apr 24	May24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25
Wheel	15	35	30	31	42	31	37	41	56	74	19	70	63	41	58	
Lids	2	5	1	1	2	2	3	5	4	5	5	4	5	2	2	
Axel	0	1	7	0	3	1	2	0	2	7	1	2	1	0	1	
Bar	0	21	12	2	18	5	12	6	4	5	7	0	0	0	3	

NEW PROGRAM – Free Dump Voucher

Type	Mar 24	Apr 24	May24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25
Voucher Supplied	87	97	91	91	80	75	76	106	99	65	41	32	103	137	119	
Voucher Used	76	81	85	85	70	74	75	86	91	60	42	28	85	100	123	