

SOLID WASTE & RECYCLING MONTHLY REPORT
NOVEMBER 2023

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

Month	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	July 23	Aug 23	Sep 23	Oct 23	Nov 23
Trash routes	4:09pm	4:30pm	5:17pm	5:01pm	5:15pm	5:38pm	5:01PM	5:13PM	5:38pm	5:34pm	5:28pm	6:26pm	6:28pm	5:54pm	5:49pm	5:50pm
Recycle Routes	4:31pm	3:53pm	4:18pm	3:57pm	4:31pm	5:10pm	4:27pm	4:49PM	5:14pm	5:04pm	5:02pm	5:38pm	5:38pm	5:23pm	5:19pm	5:35pm

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

Month	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23
Trash Tons	3494.32	2596.22	2683.70	2968.70	2925.18	2953.33	2473.46	2674.33	2912.47	3565.08	3761.01	3201.02	3350.21	2569.36	2774.42	3281.97
Recycle Tons	484.60	415.41	399.69	416.20	345.24	407.24	348.40	445.57	355.96	476.06	363.44	495.73	426.67	359.07	407.64	421.33

Service Statistics - Routes

Missed Pickups - KPI Less than 50

Month	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23
Total Missed	170	144	120	142	140	108	188	77	89	209	277	192	135	112	139	94

Average Stops per Month – KPI Average of 800+

Month	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Au 23	Sep 23	Oct 23	Nov 23
Average	814	736	728	732	726	853	835	881	869	1206	1088	1113	1012	915	932	940

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

Month	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23
Average	340,434	304,861	309,556	324,261	271,644	304,500	269,790	326,790	288,431	488,634	450,526	435,030	441394	277204	317752	308166

Service Statistics - Carts

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

Month	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23
Trash Cart Delivery	124	80	86	79	66	92	70	77	47	146	195	99	95	24	41	70
Trash Cart Return	11	8	8	7	7	3	11	5	7	13	18	12	6	12	13	17
Recycle Cart Delivery	114	70	78	78	76	79	137	65	97	122	137	98	82	28	16	71
Recycle Cart Return	11	8	8	7	7	2	8	6	7	21	17	19	6	16	12	16

Repairs – KPI reduce damage due to operator

Type	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	July 23	Aug 23	Sep 23	Oct 23	Nov 23
Wheel	62	54	28	55	65	51	37	53	18	24	30	37	46	31	22	20
Lids	2	0	4	0	0	1	2	2	1	2	3	5	2	1	2	3
Axel	0	2	2	2	3	0	1	0	0	0	0	5	11	0	0	0
Bar	0	3	1	5	3	1	2	4	2	0	6	4	9	20	3	6