

## Red River Waste Solutions Performance Dashboard

Date	Solid Waste					Recycling				
	Total Missed Calls	Verified Missed Calls	% Verified <sup>1</sup>	Other Service Complaints <sup>2</sup>	Total Tons Collected	Total Missed Calls	Verified Missed Calls	% Verified <sup>1</sup>	Other Service Complaints <sup>2</sup>	Total Tons Collected
<b>January Customers</b>	<b>82,210 Homes</b>					<b>73,164 Homes</b>				
1/2/18	23	23	100%	2	210.64	14	14	100%	1	22.62
1/3/18	75	75	100%	3	264.25	49	49	100%	1	46.27
1/4/18	181	181	100%	1	292.62	139	139	100%	1	43.12
1/5/18	324	324	100%	5	313.57	194	194	100%	1	41.51
1/6/18	Saturday				304.55	Saturday				43.15
1/8/18	317	317	100%	5	294.50	148	148	100%	0	40.33
1/9/18	161	161	100%	4	262.75	183	183	100%	6	67.38
1/10/18	184	184	100%	7	216.22	141	141	100%	4	69.80
1/11/18	175	175	100%	8	294.24	95	95	100%	3	38.66
1/12/18	143	143	100%	3	245.21	68	68	100%	1	39.81
1/13/18	Saturday				30.45	Saturday				9.25
1/15/18	81	81	100%	1	254.11	57	57	100%	0	33.79
1/16/18	202	202	100%	6	252.03	126	126	100%	3	43.21
1/17/18	137	137	100%	5	211.33	90	90	100%	3	55.20
1/18/18	155	155	100%	2	256.33	53	53	100%	0	24.30
1/19/18	180	180	100%	3	249.25	34	34	100%	1	38.48
1/20/18	Saturday				10.36	Saturday				7.01
1/22/18	111	111	100%	9	298.52	38	38	100%	2	48.09
1/23/18	146	146	100%	10	284.01	67	67	100%	3	59.71
1/24/18	153	153	100%	7	300.80	56	56	100%	3	52.99
1/25/18	119	119	100%	2	345.57	67	67	100%	0	40.05
1/26/18	82	82	100%	6	315.97	31	31	100%	2	40.86
1/27/18	Saturday				6.72	Saturday				1.65
1/29/18	117	117	100%	7	284.43	43	43	100%	1	51.50
1/30/18	97	97	100%	8	279.94	56	56	100%	1	45.22
1/31/18	116	116	100%	13	244.25	94	94	100%	0	55.16
<b>January Totals</b>	<b>3,279</b>	<b>3,279</b>	<b>100%</b>	<b>117</b>	<b>6,322.62</b>	<b>1,843</b>	<b>1,843</b>	<b>100%</b>	<b>37</b>	<b>1,059.12</b>
<b>January Penalties</b>	<b>No penalties assessed</b>					<b>No penalties assessed</b>				

<sup>1</sup> Percent of verified misses compared to the total missed calls received.

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<b>February Customers</b>	<b>82,210 Homes</b>					<b>73,255 Homes</b>				
2/1/18	106	106	100%	6	306.75	93	93	100%	1	48.61
2/2/18	94	94	100%	5	281.84	29	28	97%	1	39.34
2/3/18	Saturday				6.17	Saturday				0.64
2/5/18	81	81	100%	7	253.39	42	42	100%	3	50.77
2/6/18	43	21	49%	3	229.78	26	22	85%	1	56.62
2/7/18	69	48	70%	6	239.50	50	37	74%	3	71.66
2/8/18	69	48	70%	3	226.16	61	57	93%	0	38.38
2/9/18	58	44	76%	2	230.02	17	10	59%	0	40.24
2/10/18	Saturday				16.00	Saturday				0.30
2/12/18	57	49	86%	5	240.88	32	29	91%	0	46.75
2/13/18	37	28	76%	2	233.49	40	37	93%	0	39.04
2/14/18	51	37	73%	2	258.25	34	28	82%	0	42.80
2/15/18	62	48	77%	6	270.07	37	31	84%	0	27.81
2/16/18	53	44	83%	2	260.30	58	53	91%	0	31.50
2/17/18	Saturday				16.02	Saturday				4.46
2/19/18	78	60	77%	5	278.95	38	35	92%	4	42.12
2/20/18	57	36	63%	5	294.99	35	25	71%	2	67.89
2/21/18	70	58	83%	10	259.86	38	27	71%	3	52.50
2/22/18	58	46	79%	4	316.59	19	17	89%	2	45.69
2/23/18	60	41	68%	10	316.38	17	11	65%	2	52.74
2/24/18	Saturday				8.66	Saturday				0.00
2/26/18	64	51	80%	6	283.12	26	21	81%	2	44.47
2/27/18	96	62	65%	8	324.47	36	32	89%	3	39.32
2/28/18	72	48	67%	5	266.87	28	26	93%	4	54.20
<b>February Totals</b>	<b>1,335</b>	<b>1,050</b>	<b>79%</b>	<b>102</b>	<b>5,418.51</b>	<b>756</b>	<b>661</b>	<b>87%</b>	<b>31</b>	<b>937.85</b>
<b>February Penalties</b>	<b>No penalties assessed</b>					<b>No penalties assessed</b>				

<sup>1</sup> Percent of verified misses compared to the total missed calls received.

<sup>2</sup> Other service complaints include calls not related to missed pick-ups, such as trash strewn on the street, open lids, bins knocked over, property damage, etc.

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<b>March Customers</b>	<b>82,271 Homes</b>					<b>73,399 Homes</b>				
3/1/18	68	45	66%	6	344.37	36	33	92%	6	43.27
3/2/18	77	47	61%	7	368.03	36	26	72%	0	41.15
3/3/18	Saturday				20.39	Saturday				0.00
3/5/18	70	44	63%	9	304.89	18	17	94%	1	44.44
3/6/18	58	44	76%	5	327.87	33	28	85%	0	61.67
3/7/18	53	30	57%	8	267.02	29	29	100%	1	46.09
3/8/18	65	36	55%	7	318.10	47	46	98%	0	46.31
3/9/18	54	39	72%	5	287.18	30	23	77%	2	41.32
3/10/18	Saturday				9.12	Saturday				0.00
3/12/18	76	48	63%	4	271.55	37	36	97%	0	43.67
3/13/18	53	38	72%	8	293.44	64	63	98%	0	51.98
3/14/18	41	21	51%	6	265.18	45	41	91%	2	49.55
3/15/18	76	53	70%	6	298.45	35	16	46%	0	33.72
3/16/18	76	54	71%	5	298.85	33	26	79%	1	38.71
3/17/18	Saturday				12.45	Saturday				4.24
3/19/18	69	39	57%	4	305.01	60	58	97%	1	40.76
3/20/18	69	42	61%	4	293.84	24	24	100%	2	56.99
3/21/18	74	37	50%	4	291.26	50	50	100%	1	43.54
3/22/18	79	45	57%	4	290.89	79	79	100%	2	48.94
3/23/18	71	37	52%	5	307.91	49	49	100%	0	45.97
3/24/18	Saturday				22.76	Saturday				0.00
3/26/18	79	42	53%	3	255.79	29	25	86%	0	49.41
3/27/18	79	47	59%	6	293.45	33	33	100%	1	50.60
3/28/18	80	51	64%	3	261.28	45	43	96%	1	45.49
3/29/18	70	47	67%	3	324.03	37	34	92%	2	36.42
3/30/18	65	32	49%	2	319.27	39	38	97%	2	44.09
3/31/18	Saturday				11.07	Saturday				1.85
<b>March Totals</b>	<b>1,502</b>	<b>918</b>	<b>61%</b>	<b>114</b>	<b>6,663.45</b>	<b>888</b>	<b>817</b>	<b>92%</b>	<b>25</b>	<b>1,010.18</b>
<b>March Penalties</b>	<b>No penalties assessed</b>					<b>No penalties assessed</b>				

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<b>April Customers</b>	<b>82,309 Homes</b>					<b>73,570 Homes</b>				
4/2/18	69	44	64%	3	258.25	34	22	65%	5	37.21
4/3/18	82	54	66%	5	309.85	35	16	46%	2	63.62
4/4/18	122	44	36%	14	287.25	46	33	72%	3	49.42
4/5/18	56	27	48%	3	355.94	12	7	58%	1	36.39
4/6/18	74	40	54%	9	317.42	16	9	56%	0	49.99
4/7/18	Saturday				10.56	Saturday				0.00
4/9/18	48	40	83%	5	294.29	28	16	57%	1	44.79
4/10/18	38	24	63%	2	317.37	62	49	79%	1	50.76
4/11/18	65	50	77%	2	333.70	33	24	73%	2	43.77
4/12/18	83	50	60%	5	350.50	41	29	71%	3	37.38
4/13/18	74	44	59%	6	342.20	35	20	57%	1	41.45
4/14/18	Saturday				13.74	Saturday				1.33
4/16/18	62	35	56%	4	360.30	41	27	66%	1	52.00
4/17/18	58	37	64%	5	318.46	44	28	64%	2	47.85
4/18/18	57	40	70%	4	290.61	51	38	75%	2	66.85
4/19/18	46	31	67%	8	360.74	11	10	91%	2	55.36
4/20/18	63	38	60%	3	323.02	13	8	62%	1	43.17
4/21/18	Saturday				13.66	Saturday				1.93
4/23/18	53	42	79%	1	350.99	27	20	74%	1	58.94
4/24/18	84	38	45%	3	374.96	21	15	71%	1	48.53
4/25/18	76	54	71%	6	396.26	46	41	89%	1	40.56
4/26/18	89	56	63%	5	386.22	45	38	84%	1	34.08
4/27/18	106	85	80%	6	427.97	35	24	69%	4	40.55
4/28/18	Saturday				50.88	Saturday				0.00
4/30/18	56	44	79%	1	354.96	32	10	31%	0	50.64
<b>April Totals</b>	<b>1,461</b>	<b>917</b>	<b>63%</b>	<b>100</b>	<b>7,200.10</b>	<b>708</b>	<b>484</b>	<b>68%</b>	<b>35</b>	<b>996.57</b>
<b>April Penalties</b>	<b>\$10,900.00</b>					<b>\$3,800.00</b>				

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<b>May Customers</b>	<b>82,264 Homes</b>					<b>73,570 Homes</b>				
5/1/18	52	32	62%	5	423.60	21	12	57%	1	67.72
5/2/18	65	38	58%	6	433.11	72	49	68%	4	54.92
5/3/18	97	69	71%	6	434.89	41	28	68%	1	50.72
5/4/18	78	30	38%	4	421.10	21	9	43%	2	56.57
5/5/18	Saturday				105.73	Saturday				0.77
5/7/18	61	45	74%	2	350.31	23	17	74%	1	42.52
5/8/18	97	76	78%	6	451.69	53	47	89%	0	53.83
5/9/18	147	123	84%	8	512.26	69	49	71%	0	42.71
5/10/18	191	166	87%	6	499.77	46	42	91%	1	47.06
5/11/18	184	159	86%	5	493.17	55	47	85%	2	41.52
5/12/18	Saturday				66.70	Saturday				2.80
5/14/18	181	144	80%	5	400.18	65	56	86%	1	44.55
5/15/18	84	68	81%	4	468.00	40	32	80%	1	69.20
5/16/18	93	68	73%	7	393.61	55	43	78%	1	58.18
5/17/18	78	44	56%	5	492.53	51	35	69%	2	58.37
5/18/18	104	66	63%	6	431.69	19	14	74%	2	41.73
5/19/18	Saturday				39.76	Saturday				1.83
5/21/18	88	71	81%	4	443.13	30	21	70%	0	57.24
5/22/18	125	101	81%	2	450.65	37	27	73%	3	44.15
5/23/18	116	91	78%	3	486.20	40	33	83%	0	43.76
5/24/18	139	112	81%	4	406.12	56	36	64%	1	47.59
5/25/18	314	314	100%	2	498.48	27	27	100%	0	33.61
5/26/18	Saturday				105.09	Saturday				0.29
5/29/18	86	64	74%	5	421.01	86	77	90%	3	62.16
5/30/18	100	70	70%	8	480.43	47	31	66%	4	74.13
5/31/18	137	103	75%	8	475.68	41	34	83%	0	59.76
<b>May Totals</b>	<b>2,617</b>	<b>2,054</b>	<b>78%</b>	<b>111</b>	<b>10,184.89</b>	<b>995</b>	<b>766</b>	<b>77%</b>	<b>30</b>	<b>1,157.69</b>
<b>May Penalties</b>	<b>\$45,450.00</b>					<b>\$18,500.00</b>				

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<b>June Customers</b>	<b>82,327 Homes</b>					<b>73,799 Homes</b>				
6/1/18	344	318	92%	3	482.08	51	48	94%	0	66.01
6/2/18	Saturday				521.13	Saturday				44.31
6/4/18	319	272	85%	6	560.63	47	41	87%	2	47.30
6/5/18	207	181	87%	5	460.81	63	59	94%	1	58.53
6/6/18	161	133	83%	7	442.84	90	82	91%	0	53.84
6/7/18	186	168	90%	8	445.14	63	58	92%	2	42.29
6/8/18	117	73	62%	9	412.79	38	35	92%	2	32.29
6/9/18	Saturday				57.19	Saturday				3.17
6/11/18	65	44	68%	2	365.71	45	39	87%	1	62.25
6/12/18	59	37	63%	4	379.02	25	23	92%	5	65.56
6/13/18	60	28	47%	15	376.40	70	65	93%	0	58.70
6/14/18	105	88	84%	4	482.28	21	18	86%	3	52.18
6/15/18	128	96	75%	2	416.39	16	10	63%	0	46.75
6/16/18	Saturday				82.97	Saturday				0.00
6/18/18	84	56	67%	5	373.82	41	36	88%	0	43.22
6/19/18	86	57	66%	11	387.77	75	68	91%	1	51.52
6/20/18	87	70	80%	21	373.17	54	48	89%	1	49.59
6/21/18	86	65	76%	10	436.99	33	27	82%	3	45.37
6/22/18	140	113	81%	12	377.13	20	19	95%	2	43.70
6/23/18	Saturday				56.69	Saturday				4.55
6/25/18	140	121	86%	7	403.23	70	62	89%	7	47.58
6/26/18	113	86	76%	10	445.73	35	18	51%	3	65.83
6/27/18	82	45	55%	7	444.98	46	34	74%	1	59.54
6/28/18	122	94	77%	11	494.89	57	52	91%	2	62.59
6/29/18	94	69	73%	6	399.70	14	10	71%	1	48.93
6/30/18	Saturday				41.51	Saturday				0.00
<b>June Totals</b>	<b>2,785</b>	<b>2,214</b>	<b>79%</b>	<b>165</b>	<b>9,720.99</b>	<b>974</b>	<b>852</b>	<b>87%</b>	<b>37</b>	<b>1,155.60</b>
<b>June Penalties</b>	<b>\$59,500.00</b>					<b>\$33,300.00</b>				

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<b>July Customers</b>	<b>82,248 Homes</b>					<b>74,165 Homes</b>				
7/2/18	106	69	65%	3	362.71	45	37	82%	2	42.48
7/3/18	106	79	75%	5	366.30	63	59	94%	2	61.20
7/4/18	4	0	0%	7	0.00	1	0	0%	2	0.00
7/5/18	77	54	70%	3	406.36	31	29	94%	1	50.08
7/6/18	107	81	76%	5	500.38	32	31	97%	3	37.42
7/7/18	Saturday				413.61	Saturday				43.57
7/9/18	143	114	80%	9	378.34	88	83	94%	4	47.65
7/10/18	193	155	80%	9	415.83	48	41	85%	3	57.80
7/11/18	97	67	69%	7	335.65	67	47	70%	2	62.75
7/12/18	123	80	65%	7	420.99	31	27	87%	1	40.95
7/13/18	76	46	61%	8	368.34	26	19	73%	0	55.82
7/14/18	Saturday				12.82	Saturday				0.00
7/16/18	88	64	73%	5	317.61	23	19	83%	2	42.06
7/17/18	56	25	45%	4	351.47	46	36	78%	2	49.72
7/18/18	64	48	75%	4	306.43	47	45	96%	2	50.73
7/19/18	256	219	86%	6	348.84	40	31	78%	1	39.43
7/20/18	220	143	65%	5	369.34	38	15	39%	0	31.85
7/21/18	Saturday				79.56	Saturday				0.00
7/23/18	136	126	93%	7	373.12	68	59	87%	3	40.03
7/24/18	116	85	73%	5	393.76	79	67	85%	0	70.27
7/25/18	69	50	72%	4	368.49	20	16	80%	1	62.64
7/26/18	116	87	75%	5	399.93	46	41	89%	1	44.22
7/27/18	136	106	78%	5	350.96	34	24	71%	2	47.35
7/28/18	Saturday				43.96	Saturday				0.00
7/30/18	134	105	78%	4	343.96	37	22	59%	2	44.94
7/31/18	299	260	87%	6	402.76	42	36	86%	3	55.62
<b>July Totals</b>	<b>2,722</b>	<b>2,063</b>	<b>76%</b>	<b>123</b>	<b>8,431.52</b>	<b>952</b>	<b>784</b>	<b>82%</b>	<b>39</b>	<b>1,078.58</b>
<b>July Penalties</b>	<b>\$84,000.00</b>					<b>\$38,750.00</b>				

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	Total Missed Calls	Verified Missed Calls	% Verified <sup>1</sup>	Other Service Complaints <sup>2</sup>	Total Tons Collected	Total Missed Calls	Verified Missed Calls	% Verified <sup>1</sup>	Other Service Complaints <sup>2</sup>	Total Tons Collected
<b>August Customers</b>	<b>82,373 Homes</b>					<b>74,357 Homes</b>				
8/1/18	292	264	90%	TBD	387.39	49	46	94%	TBD	49.26
8/2/18	210	181	86%	TBD	415.04	53	50	94%	TBD	37.74
8/3/18	187	152	81%	TBD	405.18	47	40	85%	TBD	36.00
8/4/18	Saturday				60.62	Saturday				0.00
8/6/18	118	78	66%	TBD	376.34	105	98	93%	TBD	42.23
8/7/18	135	95	70%	TBD	366.84	80	61	76%	TBD	63.98
8/8/18	176	121	69%	TBD	343.03	54	41	76%	TBD	63.70
8/9/18	273	161	59%	TBD	395.93	52	41	79%	TBD	48.53
8/10/18	213	163	77%	TBD	391.38	25	18	72%	TBD	57.01
8/11/18	Saturday				124.43	Saturday				2.09
8/13/18	223	199	89%	TBD	387.58	41	32	78%	TBD	51.82
8/14/18	196	168	86%	TBD	408.06	56	55	98%	TBD	42.22
8/15/18	201	173	86%	TBD	367.18	74	60	81%	TBD	46.42
8/16/18	255	204	80%	TBD	471.93	73	64	88%	TBD	42.15
8/17/18	158	110	70%	TBD	442.10	50	35	70%	TBD	41.78
8/18/18	Saturday				49.24	Saturday				3.65
8/20/18	138	118	86%	TBD	386.68	37	35	95%	TBD	49.44
8/21/18	163	126	77%	TBD	401.72	111	105	95%	TBD	55.37
8/22/18	175	131	75%	TBD	416.53	72	63	88%	TBD	61.42
8/23/18	255	223	87%	TBD	479.31	45	37	82%	TBD	59.58
8/24/18	140	122	87%	TBD	461.64	17	11	65%	TBD	51.90
8/25/18	Saturday				6.71	Saturday				0.00
8/27/18	150	137	91%	TBD	369.89	30	25	83%	TBD	51.63
8/28/18	498	487	98%	TBD	373.28	56	50	89%	TBD	53.21
8/29/18	506	452	89%	TBD	374.83	38	38	100%	TBD	44.90
8/30/18	657	620	94%	TBD	429.86	36	32	89%	TBD	36.79
8/31/18	377	355	94%	TBD	442.37	70	63	90%	TBD	35.79
<b>August Totals</b>	<b>5,696</b>	<b>4,840</b>	<b>85%</b>	<b>0</b>	<b>9,535.09</b>	<b>1,271</b>	<b>1,100</b>	<b>87%</b>	<b>0</b>	<b>1,128.61</b>
<b>August Penalties</b>	<b>\$153,850.00</b>					<b>\$49,500.00</b>				

<sup>1</sup> Percent of verified misses compared to the total missed calls received.

<sup>2</sup> Other service complaints include calls not related to missed pick-ups, such as trash strewn on the street, open lids, bins knocked over, property damage, etc.



## Red River Waste Solutions Performance Dashboard

Date	Solid Waste					Recycling				
	Total Missed Calls	Verified Missed Calls	% Verified <sup>1</sup>	Other Service Complaints <sup>2</sup>	Total Tons Collected	Total Missed Calls	Verified Missed Calls	% Verified <sup>1</sup>	Other Service Complaints <sup>2</sup>	Total Tons Collected
<b>September Customers</b>	<b>82,273 Homes</b>					<b>74,461 Homes</b>				
9/1/18	52	47	90%	TBD	121.50	9	9	100%	TBD	0.00
9/2/18	14	13	93%	TBD	0.00	2	2	100%	TBD	0.00
9/3/18	10	7	70%	TBD	0.00	1	1	100%	TBD	0.00
9/4/18	155	133	86%	TBD	385.63	50	46	92%	TBD	56.64
9/5/18	188	163	87%	TBD	362.38	32	24	75%	TBD	71.11
9/6/18	207	192	93%	TBD	437.89	30	26	87%	TBD	62.65
9/7/18	342	315	92%	TBD	429.73	26	24	92%	TBD	45.78
9/8/18	54	49	91%	TBD	403.18	7	4	57%	TBD	44.37
9/9/18	43	39	91%	TBD	0.00	6	6	100%	TBD	0.00
9/10/18	363	337	93%	TBD	272.20	29	20	69%	TBD	51.27
9/11/18	479	406	85%	TBD	309.45	23	13	57%	TBD	47.63
9/12/18	506	461	91%	TBD	310.79	20	17	85%	TBD	51.49
9/13/18	436	391	90%	TBD	362.92	35	31	89%	TBD	34.20
9/14/18	301	268	89%	TBD	392.40	46	45	98%	TBD	36.55
9/15/18	37	31	84%	TBD	91.77	22	18	82%	TBD	0.00
9/16/18	6	5	83%	TBD	0.00	1	1	100%	TBD	0.00
9/17/18	154	128	83%	TBD	407.88	36	31	86%	TBD	41.57
9/18/18	83	70	84%	TBD	339.03	22	21	95%	TBD	56.17
9/19/18	176	161	91%	TBD	336.91	23	19	83%	TBD	47.35
9/20/18	466	445	95%	TBD	371.39	22	20	91%	TBD	41.62
9/21/18	482	445	92%	TBD	340.50	15	13	87%	TBD	45.71
9/22/18	72	68	94%	TBD	121.01	5	5	100%	TBD	0.00
9/23/18	4	3	75%	TBD	0.00	2	2	100%	TBD	0.00
9/24/18	98	83	85%	TBD	383.43	19	18	95%	TBD	37.56
9/25/18	229	214	93%	TBD	367.09	37	35	95%	TBD	42.47
9/26/18	257	231	90%	TBD	332.27	48	44	92%	TBD	41.52
9/27/18	216	192	89%	TBD	357.37	35	30	86%	TBD	35.51
9/28/18	205	170	83%	TBD	362.92	34	26	76%	TBD	34.80
9/29/18	22	18	82%	TBD	53.60	3	3	100%	TBD	0.00
9/30/18	12	10	83%	TBD	0.00	1	1	100%	TBD	0.00
<b>September Totals</b>	<b>5,669</b>	<b>5,095</b>	<b>90%</b>	<b>0</b>	<b>7,653.24</b>	<b>641</b>	<b>555</b>	<b>87%</b>	<b>0</b>	<b>925.97</b>
<b>September Penalties</b>	<b>\$188,800.00</b>					<b>\$23,950.00</b>				

<sup>1</sup> Percent of verified misses compared to the total missed calls received.

<sup>2</sup> Other service complaints include calls not related to missed pick-ups, such as trash strewn on the street, open lids, bins knocked over, property damage, etc.

## Red River Waste Solutions Performance Dashboard

Date	Solid Waste					Recycling				
	Total Missed Calls	Verified Missed Calls	% Verified <sup>1</sup>	Other Service Complaints <sup>2</sup>	Total Tons Collected	Total Missed Calls	Verified Missed Calls	% Verified <sup>1</sup>	Other Service Complaints <sup>2</sup>	Total Tons Collected
<b>October Customers</b>	<b>82,339 Homes</b>					<b>74,563 Homes</b>				
10/1/18	274	216	79%	TBD	332.47	32	27	84%	TBD	37.51
10/2/18	326	289	89%	TBD	353.44	85	76	89%	TBD	45.52
10/3/18	369	316	86%	TBD	323.71	149	128	86%	TBD	52.03
10/4/18	449	401	89%	TBD	396.82	150	132	88%	TBD	68.21
10/5/18	372	296	80%	TBD	298.79	24	14	58%	TBD	50.64
10/6/18	110	99	90%	TBD	105.91	7	3	43%	TBD	1.54
10/7/18	60	51	85%	TBD	0.00	2	2	100%	TBD	0.00
10/8/18	316	262	83%	TBD	368.53	14	9	64%	TBD	50.34
10/9/18	349	295	85%	TBD	390.31	23	13	57%	TBD	35.35
10/10/18	394	335	85%	TBD	319.79	34	26	76%	TBD	41.77
10/11/18	456	401	88%	TBD	346.74	27	22	81%	TBD	29.79
10/12/18	539	478	89%	TBD	311.25	22	15	68%	TBD	36.58
10/13/18	165	142	86%	TBD	153.69	5	2	40%	TBD	0.00
10/14/18	41	29	71%	TBD	0.00	6	2	33%	TBD	0.00
10/15/18	338	282	83%	TBD	423.31	37	27	73%	TBD	49.43
10/16/18	359	307	86%	TBD	371.19	35	25	71%	TBD	49.65
10/17/18	468	422	90%	TBD	356.50	28	17	61%	TBD	58.35
10/18/18	520	463	89%	TBD	350.59	35	24	69%	TBD	35.82
10/19/18	403	339	84%	TBD	361.24	33	24	73%	TBD	52.05
10/20/18	172	148	86%	TBD	102.57	13	10	77%	TBD	0.00
10/21/18	16	12	75%	TBD	0.00	0	0	0%	TBD	0.00
10/22/18	299	266	89%	TBD	314.95	18	11	61%	TBD	44.76
10/23/18	369	330	89%	TBD	296.01	16	9	56%	TBD	43.95
10/24/18	656	600	91%	TBD	301.46	24	15	63%	TBD	42.13
10/25/18	814	751	92%	TBD	298.79	29	18	62%	TBD	31.48
10/26/18	791	708	90%	TBD	270.20	32	21	66%	TBD	40.68
10/27/18	255	217	85%	TBD	128.87	4	0	0%	TBD	0.00
10/28/18	53	39	74%	TBD	0.00	16	15	94%	TBD	0.00
10/29/18	542	494	91%	TBD	373.24	29	15	52%	TBD	45.37
10/30/18	654	609	93%	TBD	290.85	27	19	70%	TBD	57.12
10/31/18	573	517	90%	TBD	326.59	34	19	56%	TBD	47.35
<b>October Totals</b>	<b>11,502</b>	<b>10,114</b>	<b>88%</b>	<b>0</b>	<b>8,267.81</b>	<b>990</b>	<b>740</b>	<b>75%</b>	<b>0</b>	<b>1,047.42</b>
<b>October Penalties</b>	<b>\$320,350.00</b>					<b>\$25,250.00</b>				

<sup>1</sup> Percent of verified misses compared to the total missed calls received.

<sup>2</sup> Other service complaints include calls not related to missed pick-ups, such as trash strewn on the street, open lids, bins knocked over, property damage, etc.

## Red River Waste Solutions Performance Dashboard

Date	Solid Waste					Recycling				
	Total Missed Calls	Verified Missed Calls	% Verified <sup>1</sup>	Other Service Complaints <sup>2</sup>	Total Tons Collected	Total Missed Calls	Verified Missed Calls	% Verified <sup>1</sup>	Other Service Complaints <sup>2</sup>	Total Tons Collected
<b>November Customers</b>	<b>82,352 Homes</b>					<b>74,730 Homes</b>				
11/1/18	888	808	91%	TBD	271.59	28	22	79%	TBD	36.14
11/2/18	680	590	87%	TBD	316.41	22	6	27%	TBD	42.59
11/3/18	186	139	75%	TBD	150.07	5	1	20%	TBD	3.17
11/4/18	22	9	41%	TBD	0.00	2	1	50%	TBD	0.00
11/5/18	163	1	1%	TBD	354.00	13	0	0%	TBD	25.17
11/6/18	69	21	30%	TBD	338.73	15	5	33%	TBD	28.80
11/7/18	116	51	44%	TBD	305.21	37	15	41%	TBD	36.59
11/8/18	225	164	73%	TBD	394.36	29	10	34%	TBD	30.10
11/9/18	177	123	69%	TBD	432.47	31	13	42%	TBD	33.24
11/10/18	132	121	92%	TBD	88.95	17	12	71%	TBD	0.00
11/11/18	13	6	46%	TBD	0.00	0	0	0%	TBD	0.00
11/12/18	16	9	56%	TBD	314.55	10	0	0%	TBD	41.59
11/13/18	140	86	61%	TBD	310.98	96	63	66%	TBD	47.50
11/14/18	109	70	64%	TBD	282.94	177	144	81%	TBD	61.58
11/15/18	137	88	64%	TBD	329.65	198	150	76%	TBD	50.00
11/16/18	166	138	83%	TBD	291.65	89	84	94%	TBD	35.17
11/17/18	123	75	61%	TBD	66.73	213	174	82%	TBD	10.97
11/18/18	18	12	67%	TBD	0.00	41	21	51%	TBD	0.00
11/19/18	214	214	100%	TBD	307.10	158	141	89%	TBD	58.49
11/20/18	361	294	81%	TBD	324.05	142	129	91%	TBD	49.08
11/21/18	366	285	78%	TBD	331.54	159	101	64%	TBD	48.84
11/22/18	37	8	22%	TBD	0.00	21	7	33%	TBD	0.00
11/23/18	40	31	78%	TBD	417.63	28	18	64%	TBD	35.67
11/24/18	54	34	63%	TBD	401.89	20	18	90%	TBD	45.87
11/25/18	33	23	70%	TBD	0.00	20	8	40%	TBD	0.00
11/26/18	236	199	84%	TBD	308.28	122	88	72%	TBD	51.45
11/27/18	177	137	77%	TBD	419.23	62	44	71%	TBD	64.47
11/28/18	165	121	73%	TBD	329.56	32	14	44%	TBD	43.12
11/29/18	117	75	64%	TBD	440.11	49	24	49%	TBD	35.04
11/30/18	85	52	61%	TBD	353.29	47	29	62%	TBD	70.32
<b>November Totals</b>	<b>5,265</b>	<b>3,984</b>	<b>76%</b>	<b>0</b>	<b>7,880.97</b>	<b>1,883</b>	<b>1,342</b>	<b>71%</b>	<b>0</b>	<b>984.96</b>
<b>November Penalties</b>	<b>\$107,550.00</b>					<b>\$57,600.00</b>				

<sup>1</sup> Percent of verified misses compared to the total missed calls received.

<sup>2</sup> Other service complaints include calls not related to missed pick-ups, such as trash strewn on the street, open lids, bins knocked over, property damage, etc.

## Red River Waste Solutions Performance Dashboard

Date	Solid Waste					Recycling				
	Total Missed Calls	Verified Missed Calls	% Verified <sup>1</sup>	Other Service Complaints <sup>2</sup>	Total Tons Collected	Total Missed Calls	Verified Missed Calls	% Verified <sup>1</sup>	Other Service Complaints <sup>2</sup>	Total Tons Collected
<b>December Customers</b>	<b>82,447 Homes</b>					<b>74,865 Homes</b>				
12/1/18	40	37	93%	TBD	33.81	33	28	85%	TBD	0.00
12/2/18	7	6	86%	TBD	0.00	3	1	33%	TBD	0.00
12/3/18	97	77	79%	TBD	253.11	34	16	47%	TBD	62.46
12/4/18	68	43	63%	TBD	326.28	62	47	76%	TBD	53.08
12/5/18	63	48	76%	TBD	310.52	81	63	78%	TBD	47.00
12/6/18	74	45	61%	TBD	363.47	46	32	70%	TBD	47.88
12/7/18	117	85	73%	TBD	330.25	36	20	56%	TBD	43.04
12/8/18	55	44	80%	TBD	34.44	27	18	67%	TBD	2.88
12/9/18	5	5	100%	TBD	0.00	2	0	0%	TBD	0.00
12/10/18	109	81	74%	TBD	269.89	40	26	65%	TBD	41.71
12/11/18	42	22	52%	TBD	261.67	27	19	70%	TBD	57.95
12/12/18	47	25	53%	TBD	272.49	41	16	39%	TBD	45.44
12/13/18	42	27	64%	TBD	345.09	23	16	70%	TBD	42.14
12/14/18	55	33	60%	TBD	313.94	33	25	76%	TBD	56.43
12/15/18	22	18	82%	TBD	0.00	11	9	82%	TBD	2.61
12/16/18	1	1	100%	TBD	0.00	0	0	0%	TBD	0.00
12/17/18	33	33	100%	TBD	279.45	18	8	44%	TBD	50.69
12/18/18	42	14	33%	TBD	288.45	26	16	62%	TBD	51.26
12/19/18	46	16	35%	TBD	259.10	59	42	71%	TBD	39.32
12/20/18	44	24	55%	TBD	369.10	37	30	81%	TBD	38.63
12/21/18	60	35	58%	TBD	288.75	22	12	0%	TBD	46.28
12/22/18	9	7	78%	TBD	38.63	20	17	85%	TBD	0.00
12/23/18	3	0	0%	TBD	0.00	3	2	67%	TBD	0.00
12/24/18	7	2	29%	TBD	207.83	4	2	50%	TBD	46.66
12/25/18	1	1	100%	TBD	0.00	1	0	0%	TBD	0.00
12/26/18	69	39	57%	TBD	258.70	38	20	53%	TBD	49.97
12/27/18	55	33	60%	TBD	324.56	57	25	44%	TBD	41.96
12/28/18	63	26	41%	TBD	413.80	38	22	58%	TBD	56.89
12/29/18	15	5	33%	TBD	425.56	18	9	50%	TBD	66.84
12/30/18	5	0	0%	TBD	0.00	6	2	33%	TBD	0.00
12/31/18	30	14	47%	TBD	320.47	32	22	69%	TBD	79.00
<b>December Totals</b>	<b>1,326</b>	<b>846</b>	<b>64%</b>	<b>0</b>	<b>6,589.36</b>	<b>878</b>	<b>565</b>	<b>64%</b>	<b>0</b>	<b>1,070.12</b>
<b>December Penalties</b>	<b>\$44,500.00</b>					<b>\$29,400.00</b>				

<sup>1</sup> Percent of verified misses compared to the total missed calls received.

<sup>2</sup> Other service complaints include calls not related to missed pick-ups, such as trash strewn on the street, open lids, bins knocked over, property damage, etc.