

Red River Waste Solutions Performance Dashboard

Date	Solid Waste				Recycling			
	Total Missed Calls	Verified Missed Calls	% Verified ¹	Total Tons Collected	Total Missed Calls	Verified Missed Calls	% Verified ¹	Total Tons Collected
January Customers	82,475 Homes				75,019 Homes			
1/1/19	2	1	50%	0.00	9	7	78%	0.00
1/2/19	36	5	14%	374.98	46	25	54%	63.22
1/3/19	56	24	43%	334.17	32	9	28%	51.76
1/4/19	54	26	48%	389.85	29	14	48%	53.10
1/5/19	22	10	45%	345.85	9	4	44%	46.85
1/6/19	14	11	79%	0.00	5	3	60%	0.00
1/7/19	123	65	53%	320.69	95	68	72%	54.60
1/8/19	219	167	76%	338.71	58	46	79%	66.15
1/9/19	111	69	62%	247.36	29	16	55%	52.27
1/10/19	119	86	72%	311.22	22	13	59%	29.39
1/11/19	116	78	67%	286.17	30	20	67%	62.26
1/12/19	13	8	62%	32.76	4	0	0%	4.60
1/13/19	2	1	50%	0.00	1	0	0%	0.00
1/14/19	82	46	56%	193.12	10	2	20%	54.39
1/15/19	41	17	41%	262.61	20	11	55%	39.81
1/16/19	42	11	26%	204.10	42	26	62%	37.45
1/17/19	60	33	55%	305.50	26	19	73%	40.63
1/18/19	62	40	65%	286.18	26	13	50%	34.93
1/19/19	1	0	0%	12.88	8	6	75%	0.00
1/20/19	1	1	100%	0.00	1	1	100%	0.00
1/21/19	9	4	44%	166.89	3	2	67%	36.00
1/22/19	74	39	53%	204.29	50	42	84%	37.01
1/23/19	68	46	68%	220.31	44	36	82%	38.55
1/24/19	112	77	69%	285.71	53	45	85%	30.05
1/25/19	177	128	72%	233.53	67	44	66%	43.41
1/26/19	36	30	83%	52.92	7	7	100%	0.00
1/27/19	14	10	71%	0.00	3	3	100%	0.00
1/28/19	166	134	81%	250.85	18	8	44%	60.41
1/29/19	85	54	64%	254.66	28	16	57%	34.71
1/30/19	86	70	81%	0.00	34	29	85%	0.00
1/31/19	62	56	90%	0.00	25	19	76%	0.00
January Totals	2,065	1,347	65%	5,915.31	834	554	66%	971.55
January Penalties	\$44,300.00				\$25,300.00			

¹ Percent of verified misses compared to the total missed calls received.

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February Customers	82,510 Homes				75,149 Homes			
2/1/19	29	4	14%	180.92	9	2	22%	31.27
2/2/19	27	18	67%	293.50	6	5	83%	27.08
2/3/19	28	15	54%	0.00	6	3	50%	0.00
2/4/19	185	126	68%	365.42	46	21	46%	51.54
2/5/19	214	138	64%	321.34	62	35	56%	60.72
2/6/19	206	113	55%	350.78	53	17	32%	59.37
2/7/19	95	43	45%	355.53	32	11	34%	33.13
2/8/19	78	25	32%	351.92	94	74	79%	34.27
2/9/19	15	4	27%	237.84	11	6	55%	48.14
2/10/19	10	3	30%	0.00	15	13	87%	0.00
2/11/19	65	39	60%	177.60	92	73	79%	56.83
2/12/19	61	33	54%	166.98	128	109	85%	45.73
2/13/19	151	123	81%	169.34	154	130	84%	41.54
2/14/19	194	139	72%	295.57	50	27	54%	47.53
2/15/19	233	204	88%	221.94	34	24	71%	39.31
2/16/19	17	12	71%	85.42	7	4	57%	0.00
2/17/19	0	0	0%	0.00	3	1	33%	0.00
2/18/19	74	52	70%	223.61	21	11	52%	39.80
2/19/19	55	30	55%	279.13	33	19	58%	41.22
2/20/19	30	13	43%	263.80	16	10	63%	33.18
2/21/19	60	25	42%	340.84	28	17	61%	31.28
2/22/19	44	26	59%	292.85	23	14	61%	51.14
2/23/19	3	2	67%	14.34	2	0	0%	0.00
2/24/19	3	2	67%	0.00	3	0	0%	0.00
2/25/19	60	35	58%	218.98	20	10	50%	35.33
2/26/19	51	29	57%	216.67	19	9	47%	42.76
2/27/19	54	37	69%	257.10	43	38	88%	32.64
2/28/19	72	49	68%	329.93	21	15	71%	44.46
February Totals	2,114	1,339	63%	6,011.35	1,031	698	68%	928.27
February Penalties	\$60,050.00				\$49,200.00			

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March Customers	82,557 Homes				75,304 Homes			
3/1/19	105	68	65%	326.40	15	6	40%	31.62
3/2/19	6	3	50%	18.09	3	2	67%	0.00
3/3/19	2	1	50%	0.00	2	1	50%	0.00
3/4/19	63	31	49%	310.41	25	20	80%	42.40
3/5/19	24	12	50%	245.05	19	12	63%	42.21
3/6/19	25	9	36%	202.80	16	9	56%	32.83
3/7/19	52	26	50%	345.53	25	13	52%	34.97
3/8/19	66	37	56%	295.85	21	11	52%	53.77
3/9/19	9	6	67%	26.71	6	2	33%	0.00
3/10/19	1	1	100%	0.00	3	0	0%	0.00
3/11/19	47	26	55%	262.20	17	7	41%	50.27
3/12/19	27	13	48%	264.83	16	7	44%	51.97
3/13/19	29	17	59%	285.22	22	10	45%	34.85
3/14/19	53	20	38%	399.77	19	9	47%	41.81
3/15/19	41	11	27%	323.07	14	8	57%	38.74
3/16/19	3	3	100%	28.85	2	1	50%	0.00
3/17/19	1	0	0%	0.00	4	3	75%	0.00
3/18/19	37	12	32%	258.28	45	29	64%	48.06
3/19/19	40	29	73%	272.52	16	9	56%	48.13
3/20/19	30	17	57%	295.23	10	3	30%	34.86
3/21/19	41	20	49%	361.83	32	29	91%	43.14
3/22/19	74	42	57%	313.33	21	14	67%	54.01
3/23/19	5	1	20%	49.57	1	1	100%	2.09
3/24/19	6	0	0%	0.00	1	0	0%	0.00
3/25/19	57	23	40%	276.14	9	6	67%	53.02
3/26/19	53	26	49%	265.73	17	12	71%	42.42
3/27/19	122	98	80%	286.80	19	11	58%	43.05
3/28/19	87	52	60%	380.18	14	8	57%	36.62
3/29/19	230	181	79%	354.21	15	5	33%	43.18
3/30/19	25	24	96%	99.79	1	1	100%	0.00
3/31/19	3	0	0%	0.00	0	0	0%	0.00
March Totals	1,364	809	59%	6,548.39	430	249	58%	904.02
March Penalties	\$30,900.00				\$29,500.00			

¹ Percent of verified misses compared to the total missed calls received.