

Red River Waste Solutions Performance Dashboard

| Date | Solid Waste | | | | | Recycling | | | | |
|-----------------------|-------------------------------|-----------------------|-------------------------|---------------------------------------|----------------------|-------------------------------|-----------------------|-------------------------|---------------------------------------|----------------------|
| | Total Missed Calls | Verified Missed Calls | % Verified ¹ | Other Service Complaints ² | Total Tons Collected | Total Missed Calls | Verified Missed Calls | % Verified ¹ | Other Service Complaints ² | Total Tons Collected |
| June Customers | 82,327 Homes | | | | | 73,399 Homes | | | | |
| 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 |
| June Totals | 2,785 | 2,214 | 79% | 165 | 9,720.99 | 974 | 852 | 87% | 37 | 1,155.60 |
| June Penalties | Still being determined | | | | | Still being determined | | | | |

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

² 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.