



# Republic Services Monthly Review April – 2022

- **Call Center Information**

| Month               | Incoming Calls | Calls Handled | Service Level % | % of Calls Abandoned | Average Speed to Answer Call | Average Call Handle Time |
|---------------------|----------------|---------------|-----------------|----------------------|------------------------------|--------------------------|
| Apr-22              | 11,049         | 10,565        | 95.6%           | 2.6%                 | 0:00:29                      | 0:03:20                  |
| <b>Year to Date</b> |                |               |                 |                      |                              |                          |
| Totals              | 42,617         | 41,371        | 96.4%           | 1.4%                 | 0:00:29                      | 0:03:20                  |

- Calls dropped slightly in April while the average speed to answer increased to just under 29 seconds. This increased the abandonment rate slightly by over 1% when compared to the March results.

- **Monthly Service Stats**

### April 2022 Stats

| Service            | Units Serviced | Missed Stops | Non-Compliant Stops | Service Level % |
|--------------------|----------------|--------------|---------------------|-----------------|
| <b>Solid Waste</b> | 394,842        | 428          | N/A                 | 99.89%          |
| <b>Recycling</b>   | 197,421        | 127          | N/A                 | 99.94%          |
| <b>Bulk</b>        | 5,333          | 74           | 121                 | 98.61%          |

- **Bulk Update**

- April 2022 Totals
  - Bulk Calls by Drivers: 356
  - Total Bulk Stops: 5,333
  - Total Weight: 1,015.58 tons
- April stats have slightly decreased in solid waste and recycling collection services as a result of the number of service days when compared to March. Bulk stops were down slightly as well but continues to trend high when compared to historical trends. Service levels for all three services remain high in the 98%+ range. We expect the bulk stats to continue to trend in an upward direction for the foreseeable future.
- Top 3 Non-Compliant Bulk Reasons **(unchanged)**
  1. Unbundled trash / loose trash
  2. Excessive weight – bulk item or container
  3. Safety sensitive – sharp objects