

# 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
Year to Date						
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)**
    - Unbundled trash / loose trash
    - Excessive weight – bulk item or container
    - Safety sensitive – sharp objects