

# Republic's Collection Service Metrics

Board of Directors Meeting  
February 22, 2024



# Service Quality Metric

- No more than 1,750 calls/month to Republic for misses from January 1 through July 31
- No more than 1,500 calls/month to Republic for misses from January 1 through December 31
- Special Rate Adjustment of \$1,915,511 for Rate Year 10
- Republic offered to forgo the Special Rate Adjustment for Rate Year 10

# Calls for Missed Pick-ups

Month	Calls
January, 2023	1,563
February	935
March	1,368
April	1,388
May	1,644
June	1,696
July	1,826
August	1,993
September	1,631
October	2,044
November	1,518
December	1,586
January, 2024	1,428

Average January – July = 1,489  
Limit = 1,750

Average January – December = 1,599  
Limit = 1,500



# Missed Pickups Estimated from Open Route Reports

Day	Route	Commodity	Type	Primary or Pool Driver	Start Route Time	Complete Route	Day Completed	Reason Incomplete
Monday	251	Recycle	Resi	Primary	Delayed	0%	Tuesday	Truck
Monday	553	Organics	Resi	Primary	Delayed	0%	Tuesday	Truck
Monday	552	Organics	Resi	Primary	Delayed	0%	Tuesday	Truck
Monday	843	Landfill	Resi	Pool	Delayed	0%	Tuesday	Truck
Monday	641	Landfill	Comm	Primary	Delayed	80%	Tuesday	Truck
Monday	861	Landfill	Resi	Primary	Delayed	25%	Tuesday	Driver
Monday	260	Recycle	Resi	Primary	Delayed	50%	Tuesday	Truck
Monday	250	Recycle	Resi	Primary	Delayed	70%	Tuesday	Truck
Monday	253	Recycle	Resi	Primary	Delayed	60%	Tuesday	Truck
Monday	841	Landfill	Resi	Pool	Delayed	90%	Tuesday	Driver
Monday	243	Recycle	Resi	Pool	Delayed	Completed	Monday	N/A
Monday	544	Organics	Resi	Pool	Delayed	Completed	Monday	N/A

Example:

- Route 861 on Monday has 292 customers
- The route was 25% complete (75% incomplete) on 10/23
- 75% incomplete x 292 customers = 219 missed pick ups

# Missed Pick-ups

Month	Calls	MPU's*
January, 2023	1,563	N/A
February	935	5,703
March	1,368	3,940
April	1,388	20,624
May	1,644	18,513
June	1,696	15,247
July	1,826	56,450
August	1,993	58,788
September	1,631	81,499
October	2,044	92,157
November	1,518	2,638
December	1,586	4,592
January, 2024	1,428	225

\* Missed Pick-ups estimated from open route reports

# Next Steps

- No Special Rate Adjustment for Rate Year 10
- Future Special Rate Adjustments
  - Rate Year 11 = \$1,986,829
  - Rate Year 12 = \$1,986,826
  - Only if Service Quality Metrics are met
  - Per year – not cumulative
  - In addition to annual index-based rate adjustments
- CCCSWA Executive Director has the authority to set new Service Quality Metrics
  - Meet and confer with Republic
  - Audit of phone call records