

*Recology Golden Gate and Recology Sunset scavenger

*Customer Communication Tracking

January 1 through December 31, 2022

Description	January - June				July - December				Annual			
	Residential	Commercial	Apartment	Total	Residential	Commercial	Apartment	Total	Residential	Commercial	Apartment	Total
Bin Not Emptied Completely	241	76	39	356	261	82	65	408	502	158	104	764
Bin Missing	3,240	2,873	545	6,658	2,799	2,900	522	6,221	6,039	5,773	1,067	12,879
Bin Needs Repair/Replacement	627	159	120	906	502	119	112	733	1,129	278	232	1,639
Crew Damaged Property	1	-	-	1	1	1	1	3	2	1	1	4
Mess Left From Pickup	52	8	10	70	-	1	1	2	52	9	11	72
Customer Not Serviced Due To Access Issues	42	519	145	706	81	470	179	730	123	989	324	1,436
Rate Question	114	21	8	143	4	2	1	7	118	23	9	150
Noise	47	67	88	202	69	104	138	311	116	171	226	513
Missed Pickup	8,742	4,781	3,322	16,845	10,682	6,158	4,589	21,429	19,424	10,939	7,911	38,274
HHW Inquiries	172	50	9	231	127	32	12	171	299	82	21	402
TOTAL Communications Received	13,278	8,554	4,286	26,118	14,526	9,869	5,620	30,015	27,804	18,423	9,906	56,133

Total Weekdays	129	131	260
Calls Per Weekday	202	229	216
Total Number of Accounts	162,333	162,503	162,418
Communications/Account/Week	0.62%	0.71%	0.66%