

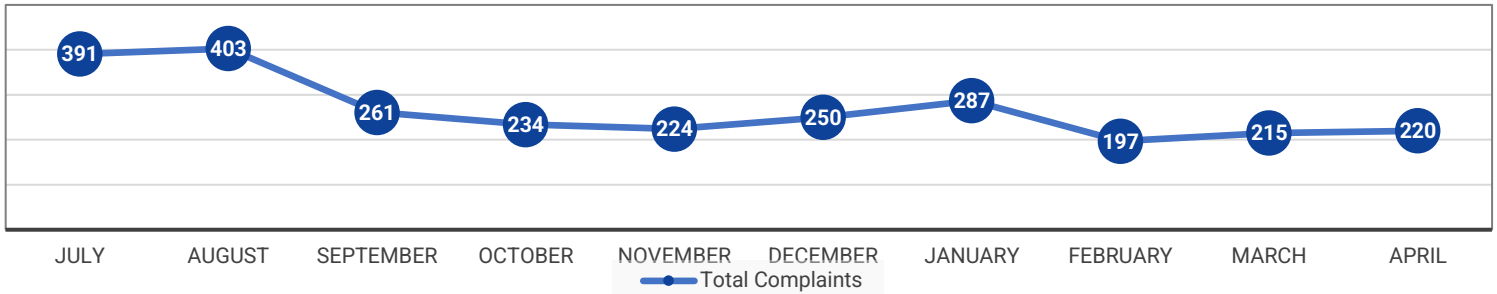
Republic Services –

Accountability and Performance Dashboard – April 2023

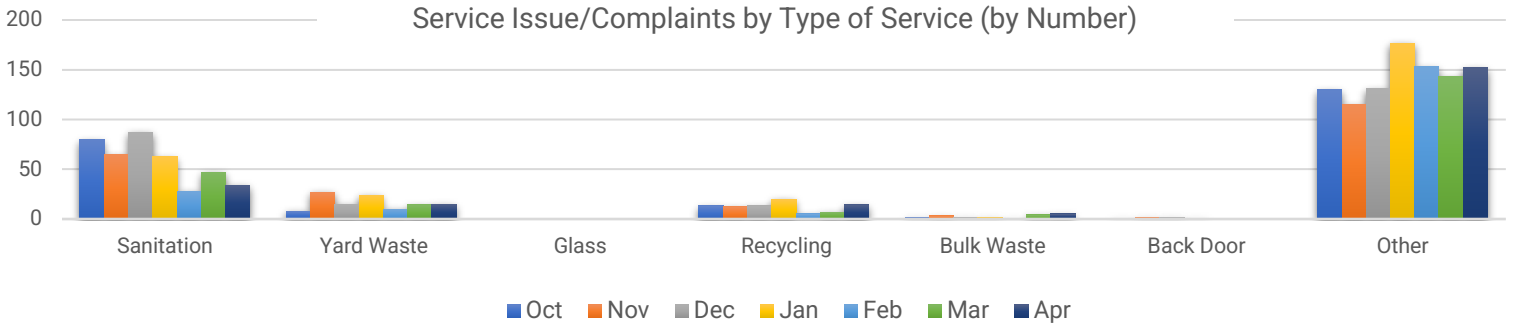
Performance Measure	Purpose
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Services Issue or Complaint Submission Form	Designed to allow customers to make service-related requests or raise issues such as unresolved non-operational difficulties, missed pickups, spills, etc. so that the appropriate resolution can be provided and the City/contractor can gauge service delays
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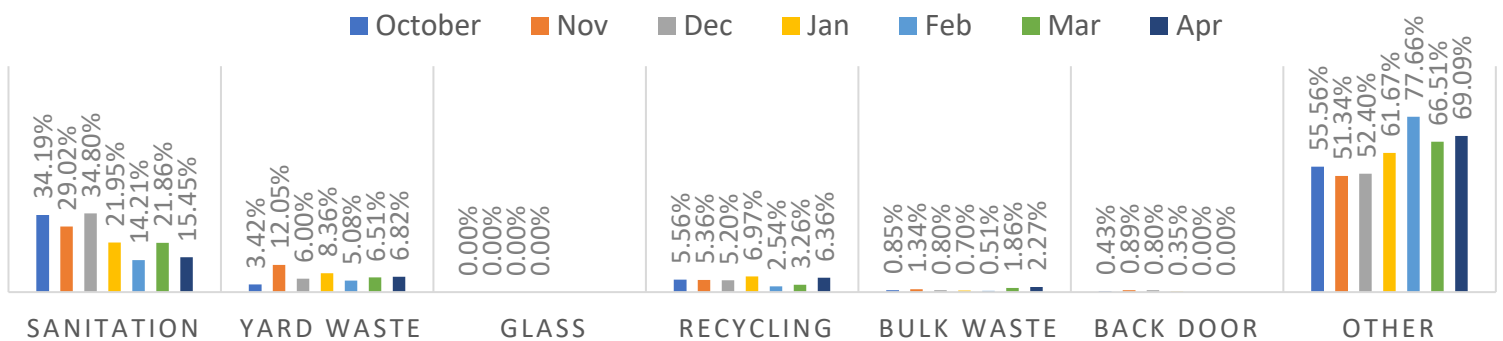
Total complaints by months



Service Issue/Complaints by Type of Service (by Number)



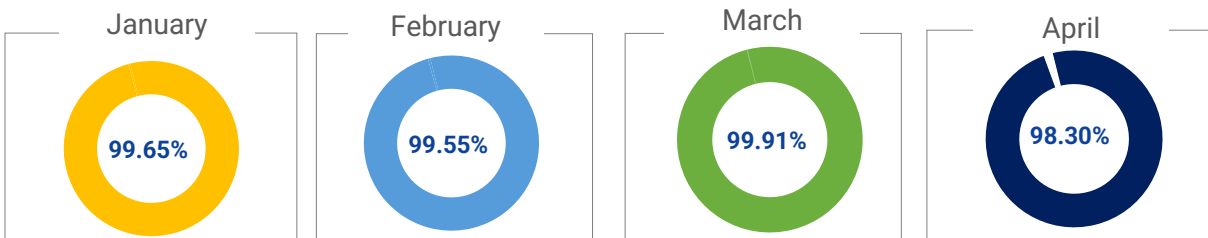
Service Issue/Complaints by Type of Service (by Percentage)



Performance Measure	Purpose
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Republic – Daily Route Status Updates/ routes on schedule	Status reports are provided twice a day, once in the morning and once after routes are completed for the day. Allows the City to proactively communicate information to customers if there are any incomplete/disruption in services.
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Percentage of 1,120 routes collected on schedule



Taken into consideration the multiple residential services performed by Republic Services, Alpharetta residents receive roughly 360,000 touches per month (90,000 per week). Latest detail log for routes collected on scheduled on reverse side.

DISCLAIMER ON ACCURACY AND COMPLETENESS OF INFORMATION. While the CITY uses reasonable efforts to provide accurate and up-to-date information, some of the information provided is gathered by third parties and has not been independently verified by the CITY. Changes may periodically be made to the information and these changes may or may not be incorporated in any new version