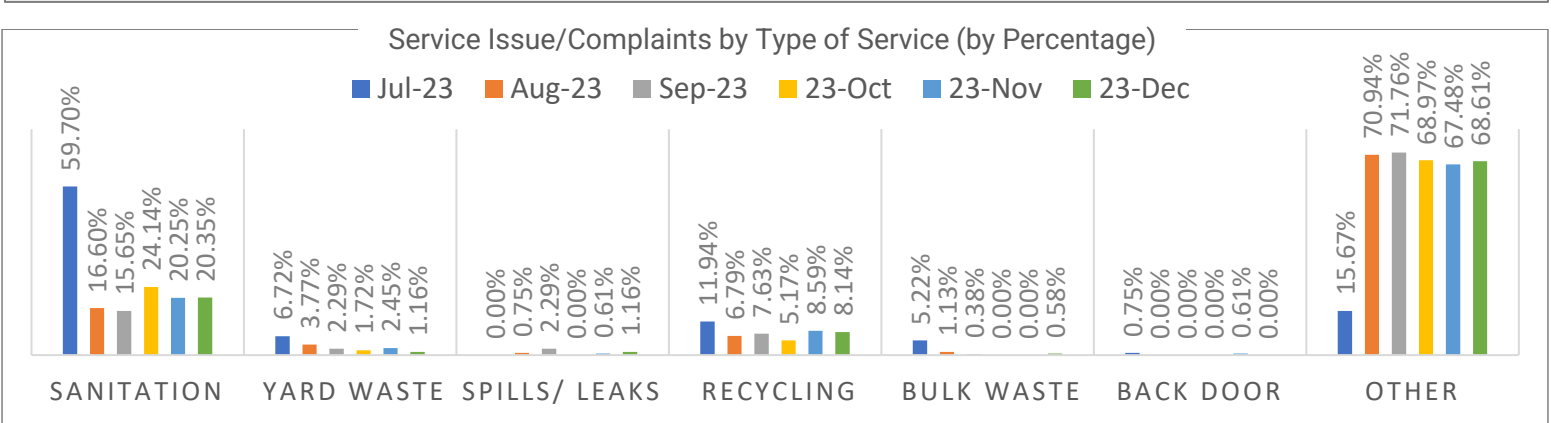
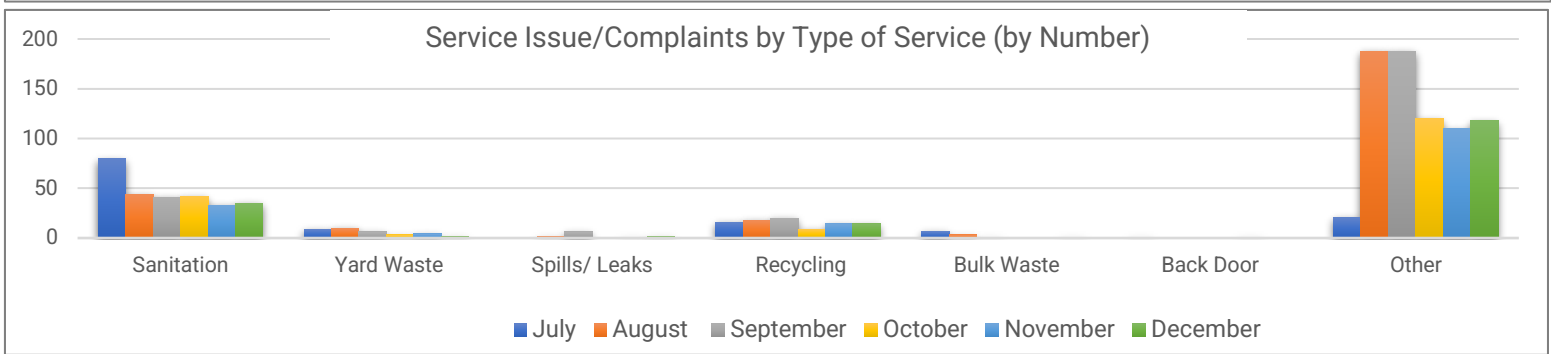
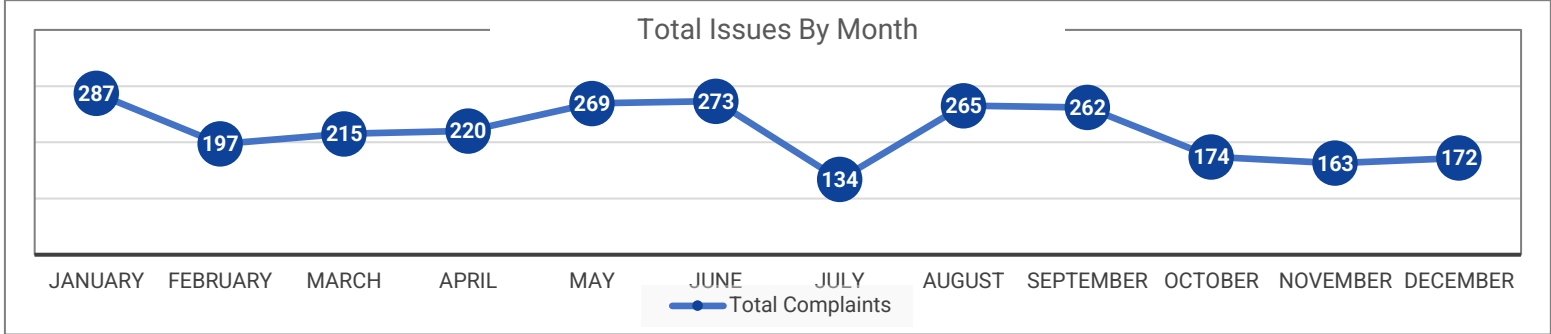


Republic Services –

Accountability and Performance Dashboard – December 2023

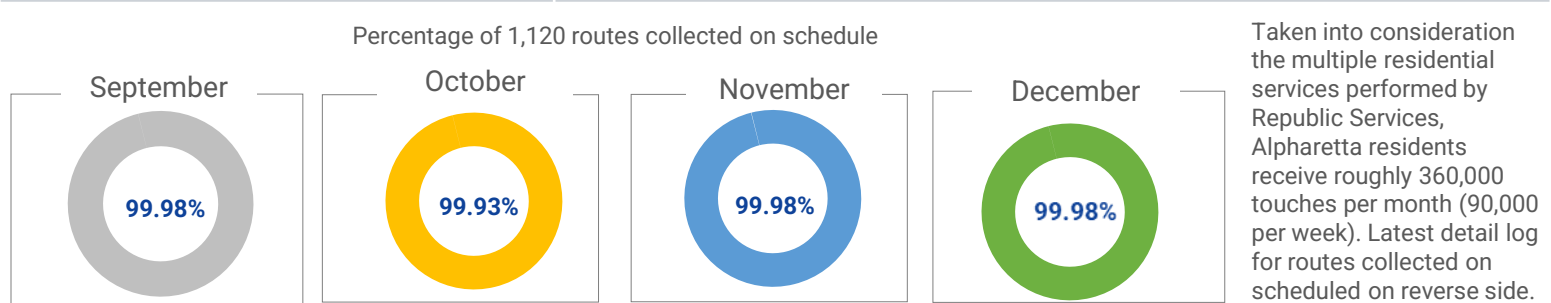
Performance Measure	Purpose
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Services Issue or Complaint Submission Form	Designed to allow customers to make service-related requests or raise issues such as unresolved non-operational difficulties, missed pickups, spills, etc. so that the appropriate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