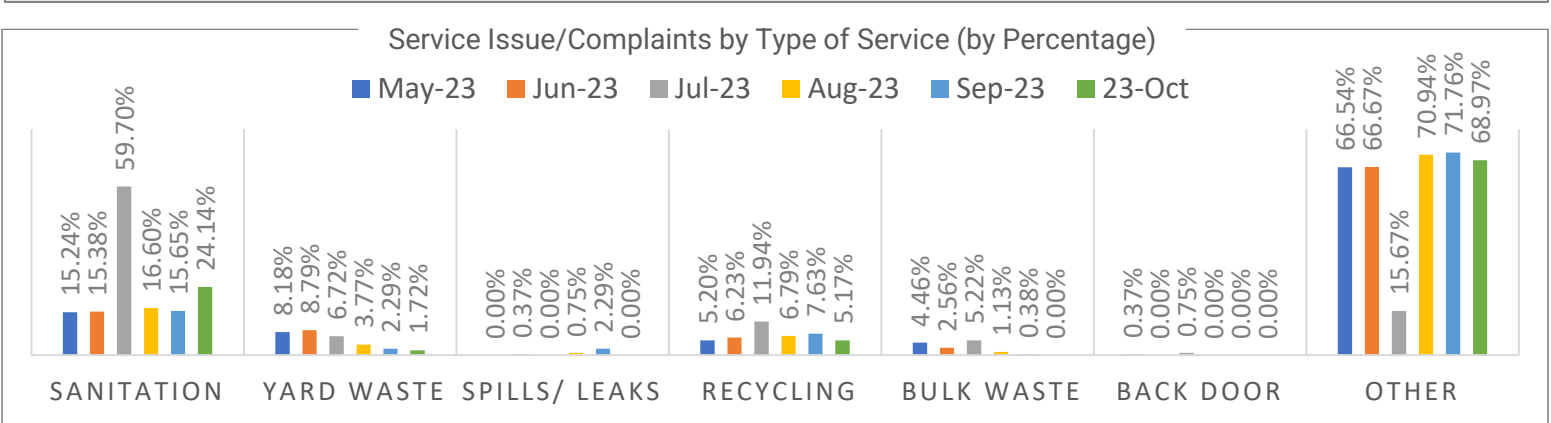
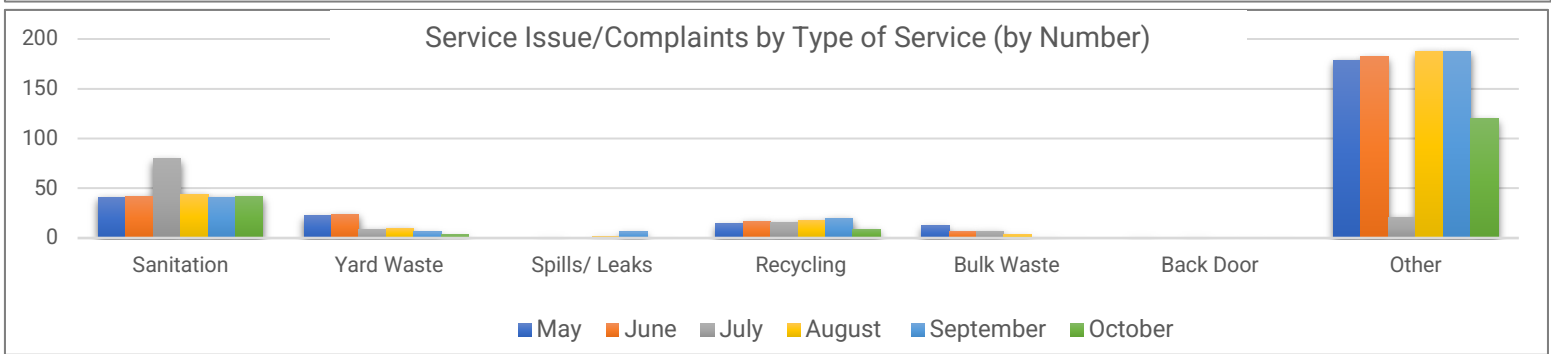
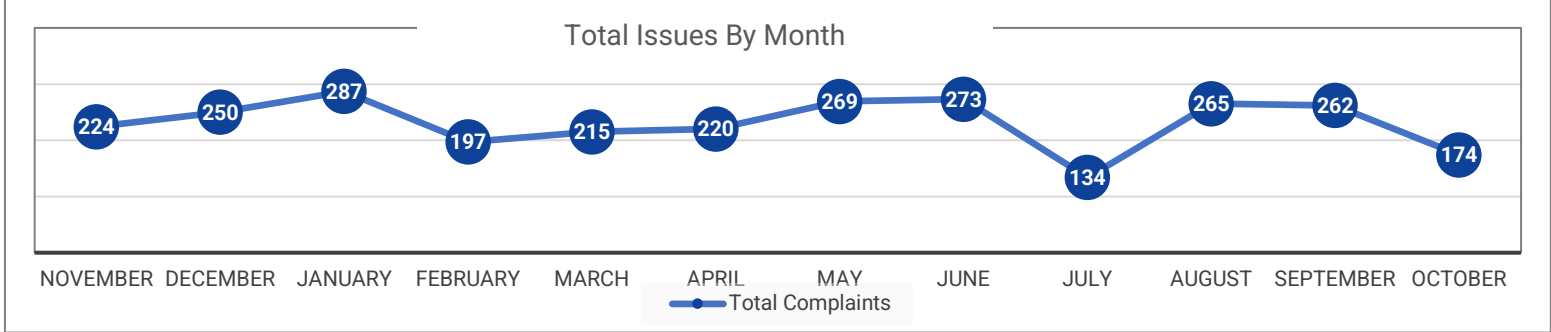


Republic Services –

Accountability and Performance Dashboard – October 2023

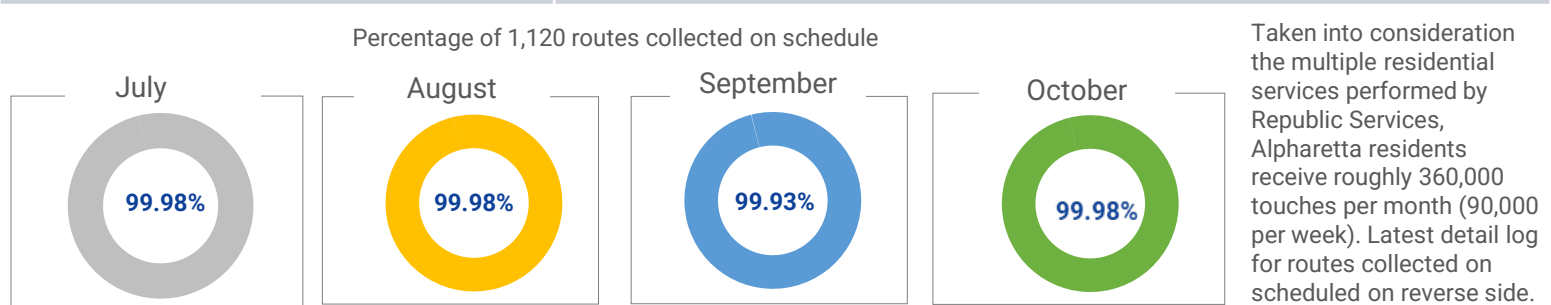
Performance Measure	Purpose
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Services Issue or Complaint Submission Form	Designed to allow customers to make service-related requests or raise issues such as unresolved non-operational difficulties, missed pickups, spills, etc. so that the appropriate 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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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