Performance Measures

• Collection & Disposal Contract- RAD
• Customer Service- In-House

Performance Measures

• Result Based
  – Complaint Volume
  – Surveys
  – Response Time

• Monitored & Gauged
  – Vehicle Inspections
  – On-site Inspections
  – Field Inspections

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<th>Nov-10</th>
<th>Dec-10</th>
<th>Jan-11</th>
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<th>Mar-11</th>
<th>Apr-11</th>
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Key Outcomes

FY10/11

• Recycling Diversion Rate
  – Projected 12%
  – Achieved 20%

• Avg Tons Recycled per HH
  – Harder to quantify accurately

• Residential HH Annual Inspections
  – Projected 11,250
  – Achieved 13,500

• Annual Expenditures
Track Performance Measures - GIS
Key Contract Points

• Recycling Revenue Share
• Reduced Self-Haul Rate
• Age of Collection Vehicles – 7 yrs
• Contractor – Staging, Assembly, Distribution, Maintenance & Storage of Carts
• Town’s Right to Inspect
  • Unaccepted Loads
  • Vehicles
  • Facilities
  • Maintenance Logs
  • Personnel
Liquidated Damages

- *Fee Ranges from $50-$3,000 per day/incident*
  - Missed Collection
  - Failure to Complete Majority of Collections
  - Vehicle Maintenance
  - Cart Maintenance Timelines
  - Monthly Reports
  - Customer Complaint Response Timelines