



Millersburg



Customer Complaints/Compliments

As we looked into the complaints/compliments, the largest category was for carts not serviced. 5 of the 6 complaints had to do with Yard Debris Carts.

- Solutions:

- Post Calendars on City Site
- Consider Weekly YD service

We also saw 4 driver complaints.

- Solutions:

- Talk with drivers about specific types of complaints.

Carts not delivered.

- Solutions:

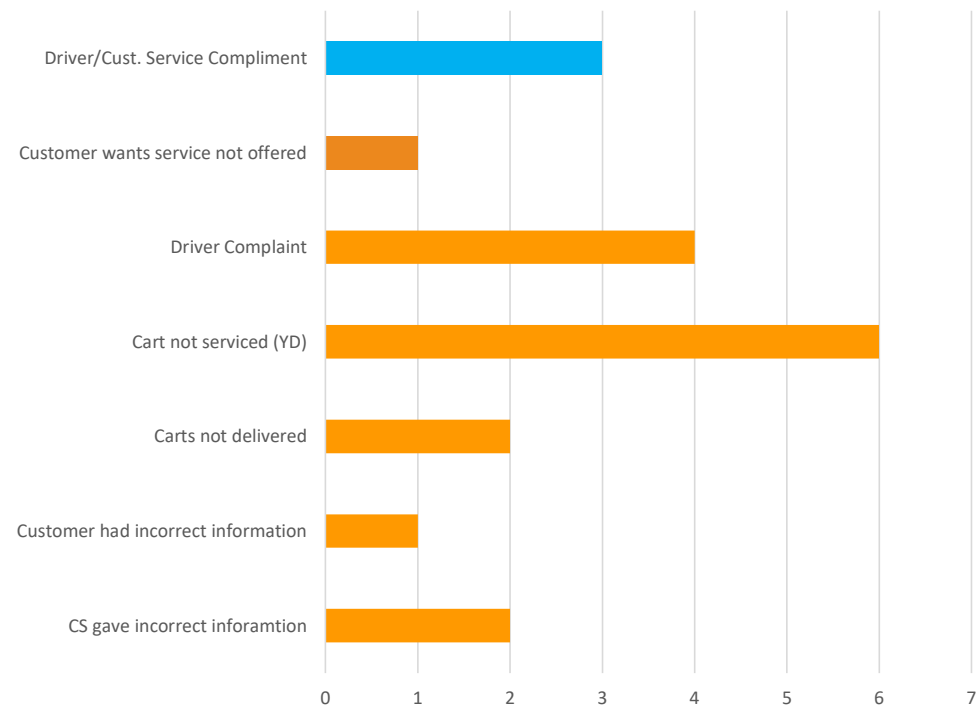
- This occurred when an order of carts was delayed during the supply chain issues faced across the country. This has largely been cleared up for carts.

Compliments

- Solutions:

- We are proud to see some compliments in his report.

Complaints/Compliments 2023



Call Volume 1/1 to 12/31/22

1/1 – 12/10/23

Calls Offered

61,617

Calls Handled

41,311

Service Level %

37.4%

ABN %

14.4%

ASA

00:02:14

AHT

00:04:42

Calls Offered

49,504

Calls Handled

45,287

Service Level %

78.7%

ABN %

3.2%

ASA

00:00:32

AHT

00:04:29

Call Resolution

- The stats for call to customer service are moving in the right direction. Having a full staff of customer service representatives who are fully trained is the reason. We also feel confident with leadership in the Oregon Pod part of our call center with the supervisor being in Albany and having a great understanding of our local business unit.
- Customers may speak to a representative from another part of the country, but most will talk to someone in the Oregon Pod. This is achieved by directing call made to the Oregon phone numbers to the Pod.

Rate Comparison

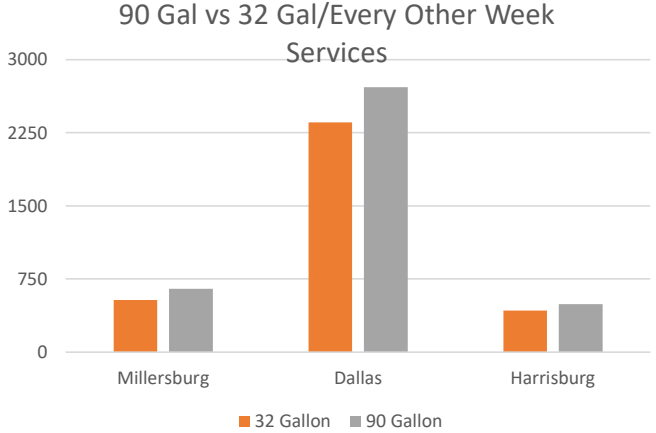
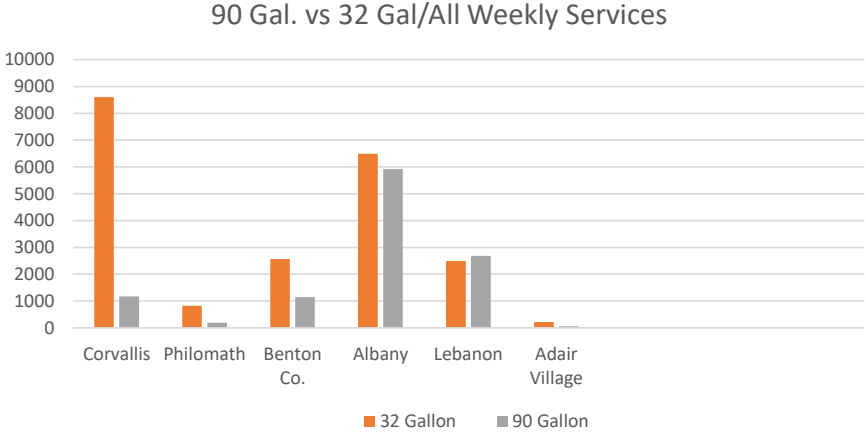
Rate Comparison 2023

Company	Republic Services	Republic Services	Republic Services	Republic Services	Recology	Rogue Waste Systems	Republic Services	Republic Services	Brandt's Sanitary	Republic Services
City Served	<i>Corvallis</i>	<i>Albany</i>	<i>Benton Co.</i>	<i>Dallas</i>	<i>Ashland</i>	<i>Medford</i>	<i>Lebanon</i>	<i>Polk Co.</i>	<i>Monmouth</i>	<i>Millersburg</i>
32 Gallon Cart	\$25.43	\$ 27.14	\$33.50	\$ 27.49	\$ 26.73	\$ 22.57	\$ 28.24	\$ 24.72	\$ 22.19	\$23.58
90 Gallon Cart	\$43.08	\$ 40.77	\$51.98	\$ 37.73	\$ 61.32	\$ 53.14	\$ 41.40	\$ 41.07	\$ 37.50	\$36.92
2 yd container emptied weekly	\$220.03	\$183.64	\$182.58	\$ 193.46	\$ 172.23	\$ 197.13	\$ 187.68	\$ 172.87		\$ 170.48

Weekly Services

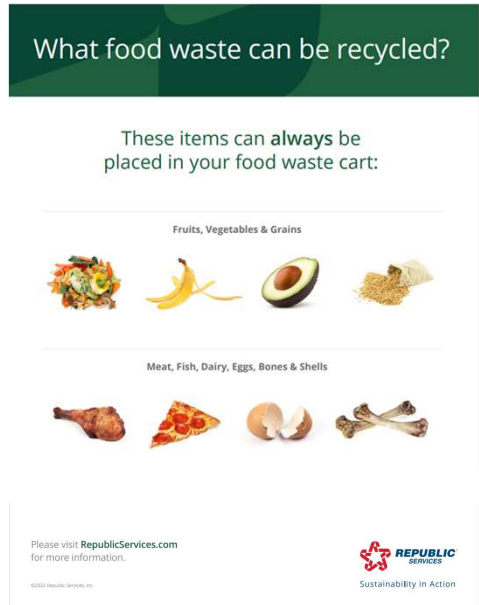
Every Other Week Services

Cart Downsizing 90 Gallon vs. 32 Gallon Carts



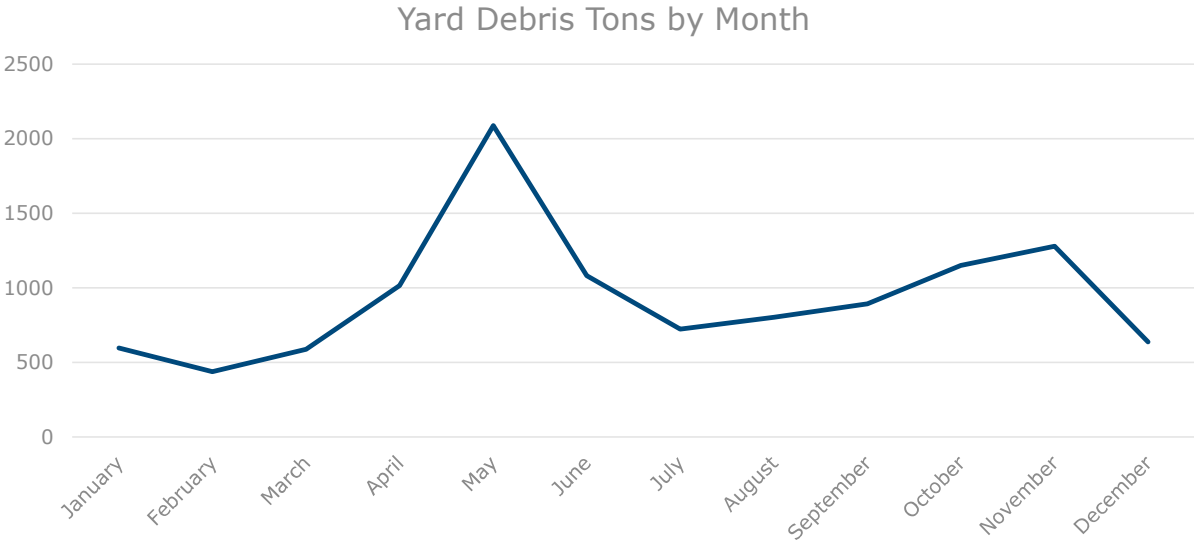
Benefits: Weekly Yard Debris Collection

- More room in cart encourages more organics collection.
- Food scraps can go in cart with weekly collection.
- Customers may be able to reduce cart size by putting more in yard debris cart and less in the trash.
- Convenient during leaf season.
- Leaves in carts vs the street are healthier for City storm water system.
- Easy! No need to remember which week is yard debris pick-up.



Benefits: 2023 Yard Debris Tons by Month

35 (3%)
Customers in Millersburg pay for 2 yard debris carts at an additional \$10.03 per month.



Residential Customer Count By Trash Cart Size

650



95-Gallon
 $\$36.81 + \1.95
 $=\$38.76$

3



65-Gallon
 $\$30.25 + \1.95
 $=\$32.20$
Downsize Saving: $\$4.61$

535



32-Gallon
 $\$23.58 + \1.95
 $=\$25.53$
Downsize Saving:
 $\$4.72$

11



20-Gallon
(32-Gallon cart with insert)
 $\$21.04 + \$1.95 = \$22.99$
Downsize Saving:
 $\$.59$