Date: March 4, 2019

To: Customer Review Panel

From: Solid Waste Line of Business and Corporate Performance Team

Re: Missed Solid Waste Collections - Customer Review Panel Request

Request:

Please share data available on missed pick-ups. Where are the missed pick-ups? Are they distributed equally throughout the city?

Response:

For the last two quarters of 2018 (Q3 and Q4), SPU customers reported an average of 1529 missed collections per month, as shown in Table 1.

<table>
<thead>
<tr>
<th>Month</th>
<th>2018</th>
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<tbody>
<tr>
<td></td>
<td>July</td>
</tr>
<tr>
<td></td>
<td>2825</td>
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As shown in Map 1, missed collections were reported all over the city during this time, with the highest number in the Seward Park/Rainier Valley areas (98118) of South Seattle followed by zip code 98103 (Woodland Park/Greenlake) and 98125 (Victory Heights/Lake City). Other areas of Northeast Seattle – zip codes 98105 (University District), and 98115 (Bryant) – were also high, as were 98116 (North Admiral in West Seattle) and 98122 (Minor / Central Area).

Missed collections were reported for both Recology and Waste Management. Recology’s missed collections were more frequently reported in 98125 (Victory Heights/Lake City), 98105 (University District), 98115 (Bryant), and 98122 (Minor / Central) whereas most of Waste Management’s missed collections were reported by customers in 98103 (Woodland Park/Greenlake), 98118 (Seward Park/Rainier Valley), and 98116 (North Admiral).