

**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 1: Number of Missed Collections Reported by Month, Q3 and Q4 2018**

2018						
July	August	September	October	November	December	Average
2825	1696	989	1379	1254	1030	1529

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).

**Map 1: Missed Collected Reported, Q3 and Q4**

