

SUMMARY - Key Performance Indicators - Refuse, Recycling & Street Cleansing**April 2019 - June 2019**

KPI	Description	Urbaser Apr- Jun 2019	Veolia Apr- Jun 2018	Variance
1	Total No. of MISSED COLLECTION REPORTS	692	732	5%
3	% of jobs not actioned within SLA - (24 hrs) - ACTUAL MISSED COLLECTIONS	10%	43%	77%
4	Intents & complaints - REFUSE & RECYCLING	216	464	53%
5	Intents & complaints - STREET CLEANSING	82	126	35%
6	Total number of COMPLAINTS (inc Missed Collections)	990	1322	25%
7	% of jobs not actioned within SLA - (5 w/days) - GREEN BOX DELIVERIES	5%	15%	67%
8	% of jobs not actioned within SLA - (5 w/days) - BIN ORDERS (inc Repair/Replace)	4%	23%	83%
9	Total No. of jobs - FLYTIPPING (Paid)	34	72	53%
10	% of jobs not actioned within SLA - (5 w/days) - FLYTIPPING (Paid)	1%	5%	80%
11	% of jobs not actioned within SLA - (5 w/days) - WORKS ORDERS	1%	2%	50%
12	% of jobs not actioned within SLA - (5 w/days) - BULKY & FRIDGE COLLECTIONS	3%	4%	25%