

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

Line Description	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
	Direct Dialed or First Contact									
Solid Waste	473	632	487	689	429	517	535	476	404	190
	Transferred									
Solid Waste	72	81	69	62	43	82	60	61	61	18



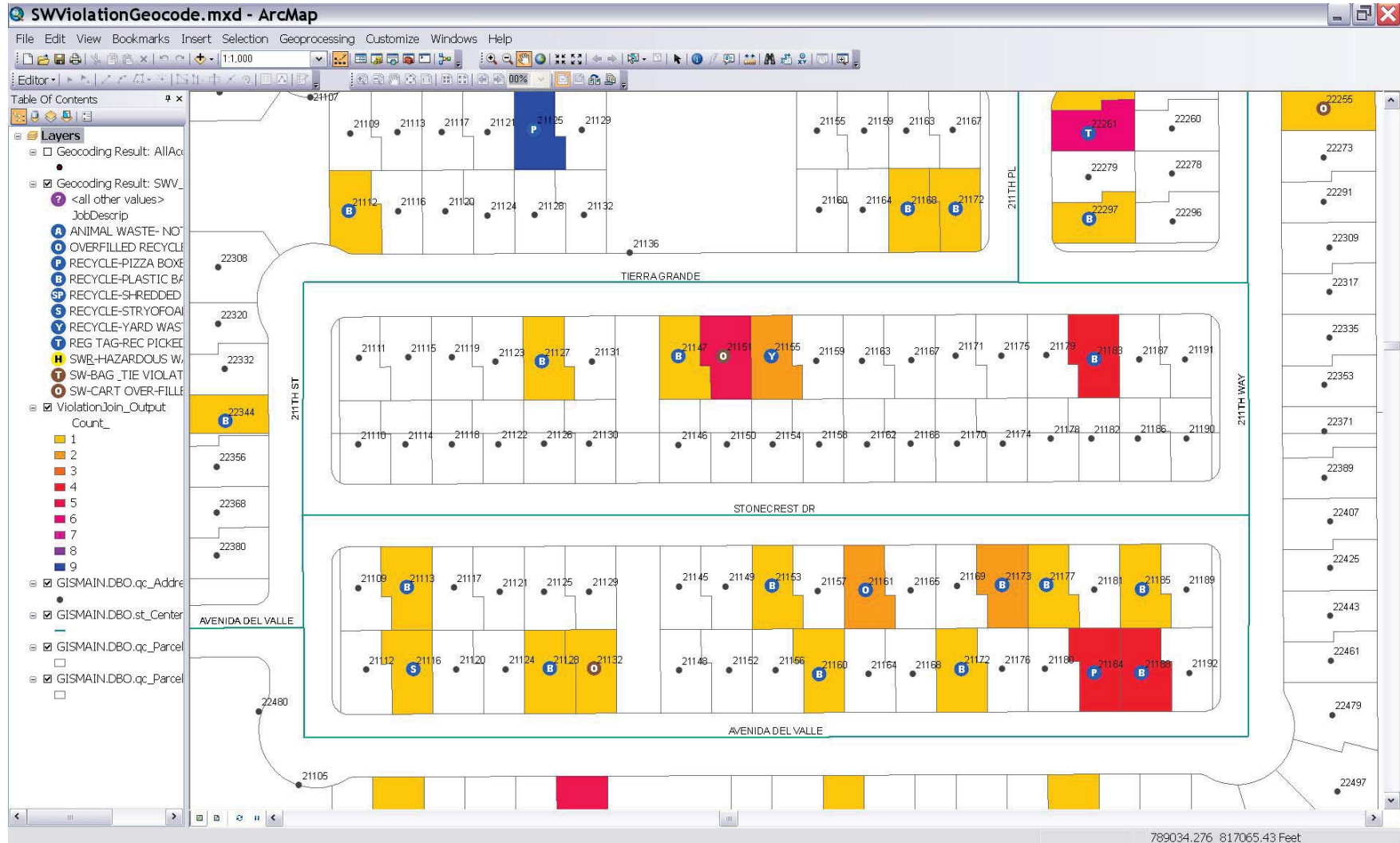
Key Outcomes

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