

Abandoned Materials Collection (AMC)	Rate Year 2014	Rate Year 2015	Rate Year 2016	Rate Year 2017 (Estimate)
Requests	99,892	93,784	95,758	110,060
Increase (%)	-	-6%	2%	15%
Tonnage	3,986	3,802	4,297	4,432
Increase/Decrease (%)	-	-4%	11%	3%
Tons Diverted	2,437	2,409	2,622	2,644
Diversion %	61%	63%	61%	60%
Public Works Litter Patrol Transfer of Materials Requests	1,804	1,622	3,090	3,270
Increase (%)	-	-10%	91%	6%
Public Works Radio Room Service Requests	4,819	6,621	7,620	8,896
Increase (%)	-	37%	15%	17%
Response Time (Avg. Hrs.)	4.54	4.20	4.87	5.54
Response Compliance Business Hours (Avg. %)	94%	91%	95%	98%
FTE	10.6	11.6	12.1	12.0