

Golden Gate Disposal & Recycling Company and Sunset Scavenger company
 CUSTOMER COMMUNICATION TRACKING REPORT
 January 1 through December 31, 2016

| Description | January - June | | | July - December | | | Annual | | | | | |
|---|----------------|---------------|--------------|-----------------|--------------|---------------|--------------|---------------|---------------|---------------|--------------|---------------|
| | Residential | Commercial | Apartment | Total | Residential | Commercial | Apartment | Total | Residential | Commercial | Apartment | Total |
| Can Not Emptied Completely | 348 | 127 | 44 | 519 | 117 | 55 | 13 | 185 | 465 | 182 | 57 | 704 |
| Lid Not Placed On Container(s) | - | - | - | - | - | - | - | - | - | - | - | - |
| Container Missing | 2,555 | 3,666 | 440 | 6,681 | 2,659 | 3,969 | 469 | 7,097 | 5,214 | 7,655 | 909 | 13,778 |
| Container Not Placed Under Chute | - | - | - | - | - | - | - | - | - | - | - | - |
| Container Needs Repair/Replace | 1,748 | 1,580 | 312 | 3,640 | 1,943 | 1,321 | 318 | 3,582 | 3,691 | 2,901 | 630 | 7,222 |
| Crew Damaged Container | 6 | 4 | 1 | 11 | 4 | 1 | 1 | 6 | 10 | 5 | 2 | 17 |
| Crew Damaged Property | - | - | - | - | - | - | - | - | - | - | - | - |
| Gate Not Being Locked | - | - | - | - | - | - | - | - | - | - | - | - |
| Mess Left From City Can Pickup | - | - | - | - | - | - | - | - | - | - | - | - |
| Mess Left From Pickup | - | - | - | - | - | - | - | - | - | - | - | - |
| Customer Has Not Been Serviced Due To Compliance Problems / Access Issues | 620 | 2,977 | 1,488 | 5,095 | 664 | 2,769 | 1,467 | 4,900 | 1,284 | 5,746 | 2,965 | 9,995 |
| Pickup Time | - | - | - | - | - | - | - | - | - | - | - | - |
| Concern About Extra Charges | - | - | - | - | - | - | - | - | - | - | - | - |
| Can/Container Not Replaced | - | - | - | - | - | - | - | - | - | - | - | - |
| Container Not Being Locked | - | - | - | - | - | - | - | - | - | - | - | - |
| Authorized Extras Missed | 322 | 20 | 92 | 434 | 45 | 4 | 9 | 58 | 367 | 24 | 101 | 492 |
| Rate Question | - | - | - | - | - | - | - | - | - | - | - | - |
| Issue Referred By City/Dph | - | - | - | - | - | - | - | - | - | - | - | - |
| Saturday/Sunday Overlooked | - | - | - | - | - | - | - | - | - | - | - | - |
| Miss/Overlook | 4,510 | 3,833 | 1,613 | 9,956 | 4,304 | 3,590 | 1,598 | 9,492 | 8,814 | 7,423 | 3,211 | 19,448 |
| Noise | 192 | 147 | 175 | 514 | 107 | 94 | 111 | 312 | 299 | 241 | 286 | 826 |
| Miss/Overlook-2nd Request | 54 | 45 | 18 | 117 | 56 | 41 | 24 | 121 | 110 | 86 | 42 | 238 |
| Miss/Overlook-3rd Request | 1 | 1 | - | 2 | 3 | - | 3 | 6 | 4 | 1 | 3 | 8 |
| Miss/Overlook-Mgr Request | - | - | - | - | - | - | - | - | - | - | - | - |
| 2nd Communication/No Response To 1st | - | - | - | - | - | - | - | - | - | - | - | - |
| 3rd Communication/No Response To 2nd | - | - | - | - | - | - | - | - | - | - | - | - |
| Recycling Theft | 13 | 59 | 1 | 73 | 7 | 61 | - | 68 | 20 | 120 | 1 | 141 |
| Other | - | - | - | - | - | - | - | - | - | - | - | - |
| TOTAL Communications Received | 10,369 | 12,479 | 4,194 | 27,042 | 9,909 | 11,905 | 4,013 | 25,827 | 20,278 | 24,384 | 8,207 | 52,869 |

| | | | |
|--------------------------------|---------|---------|---------|
| Total Week Days | 130 | 131 | 261 |
| Calls Per Day | 208 | 197 | 203 |
| Total Number of Customers | 165,945 | 166,565 | 166,255 |
| Customer Communications/Week % | 0.63% | 0.60% | 0.61% |