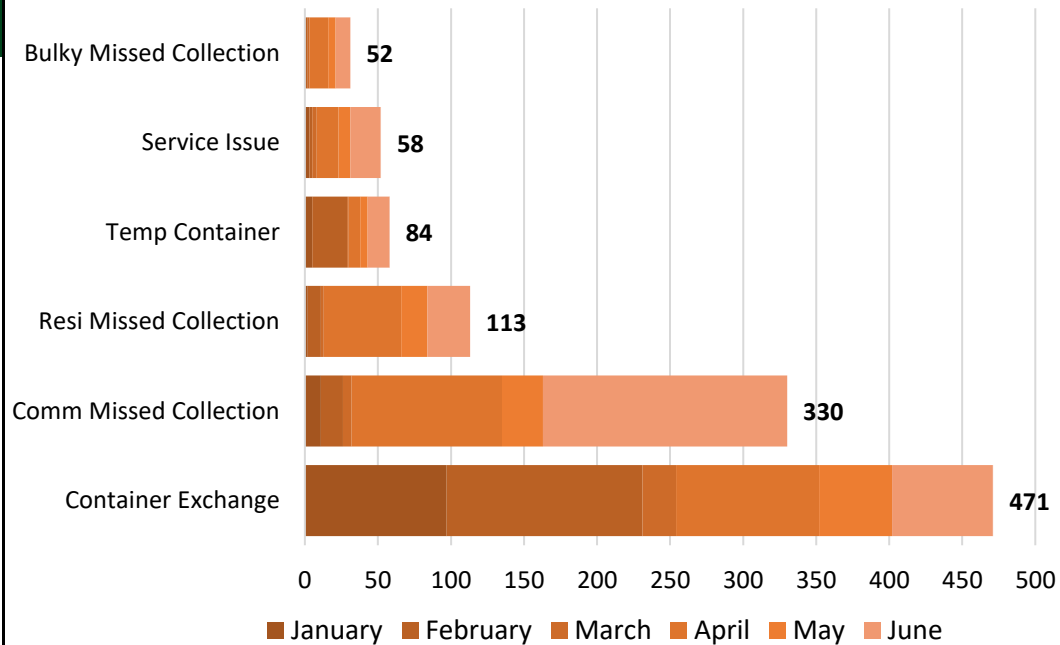


## Republic Services Customer Service Calls and Missed Collection Data\* January through June 2023

**Table 1: Call Type Summary**

Complaint Request	Count of Call Type
<b>January</b>	<b>180</b>
Complaint	43
Escalation	137
<b>February</b>	<b>238</b>
Damage/Leak/Spill	3
Complaint	33
Escalation	202
<b>March</b>	<b>44</b>
Damage/Leak/Spill	1
Complaint	6
Escalation	37
<b>April</b>	<b>340</b>
Damage/Leak/Spill	9
Complaint	14
Escalation	317
<b>May</b>	<b>138</b>
Damage/Leak/Spill	2
Complaint	9
Escalation	127
<b>June</b>	<b>362</b>
Damage/Leak/Spill	6
Complaint	16
Escalation	340
<b>Jan - Jun 2023 Total</b>	<b>1302</b>

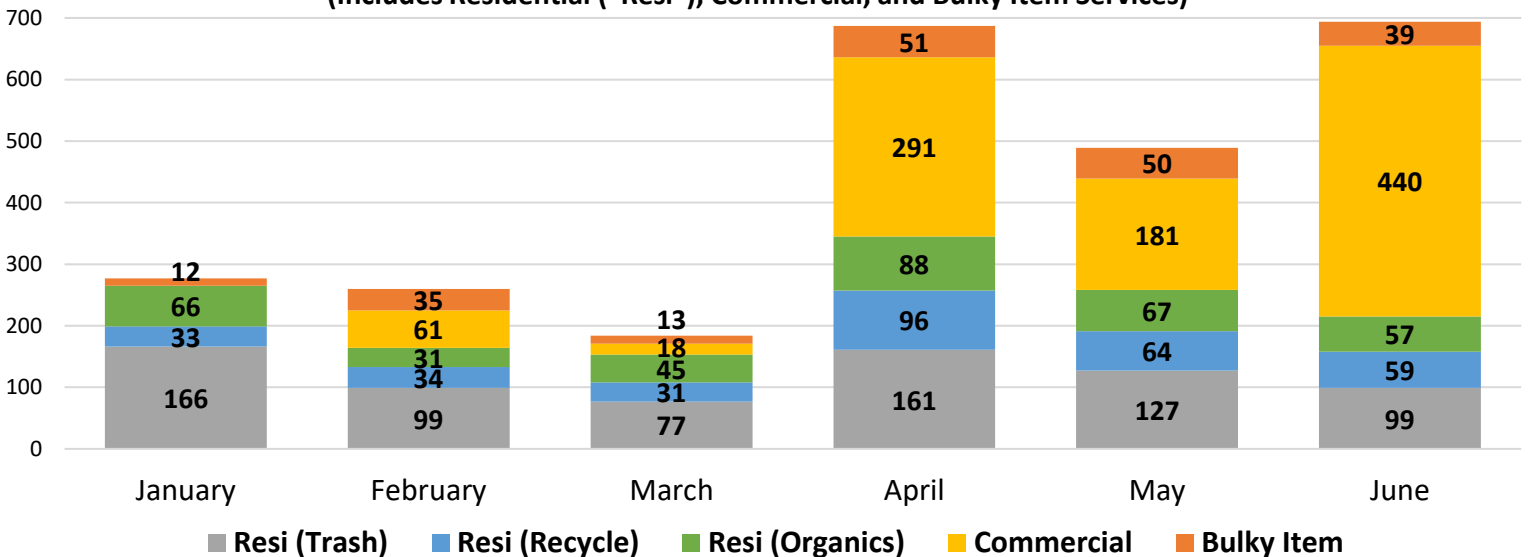
**Figure 1: Jan - Jun 2023 Call Escalations by Category - Service Only**



**Table 2: Missed Collections Compared to Service Opportunities**

Period	Missed Collections	Service Opportunities	% Missed Collections
Q1: Jan - Mar 2023	661	1,246,339	0.053%
Q2: Apr - Jun 2023	1,730	1,342,854	0.129%
<b>Total Jan - Jun 2023</b>	<b>2,391</b>	<b>2,589,193</b>	<b>0.092%</b>

**Figure 2: Jan - Jun 2023 Missed Collections by Month and Service Category (Includes Residential ("Resi"), Commercial, and Bulky Item Services)**



\*Analysis based on data provided by Republic per requirements of the franchise agreement.