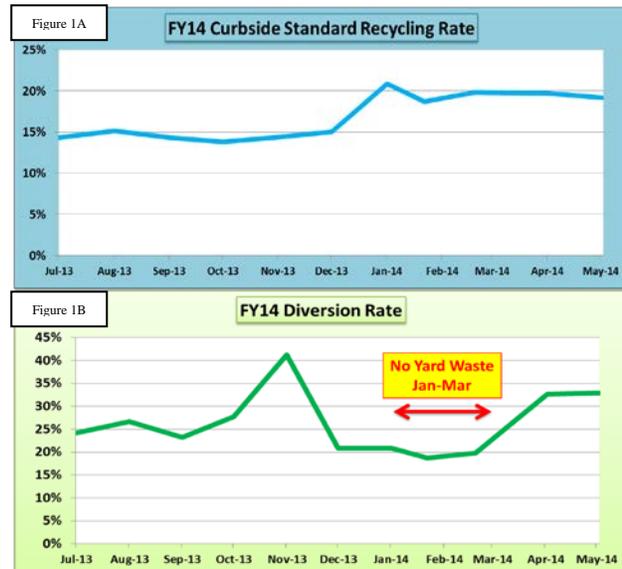


Performance Measures:

The two key Performance Metrics for Solid Waste & Recycling are the **Curbside Standard Recycling Rate** and the **Diversion Rate**. The Curbside Standard Recycling Rate is your standard amount of curbside recycling versus curbside trash, City-wide. The Diversion Rate includes yard waste and any other ways in which items are “diverted” from curbside trash. Figures 1A and 1B display the two rates from the beginning of FY14 through May of 2014. These percentages show a significant increase in participation in recycling since the City switched to Single-Stream in January of 2014. Just prior to the new contract, the rates were **15%** and **20.8%**, respectively. As of May 2014, the rates stood at **19.2%** and **32.8%**. LowellSTAT is working with the Recycling Coordinator to track these rates and set goals for increasing recycling throughout the City.



E-Gov Requests:

Figure 2 shows E-Gov requests related to “Missed Pickups” by category from the beginning of FY14 through May 2014. The Trash and Recycling request numbers spiked in January 2014 when the City switched to its new vendor. There were a combined **252** Trash and Recycling E-Gov requests for “missed pickups” in January. The number of requests dropped precipitously in February and seemed to have stabilized afterward as the vendor became familiar with the routes and citizens became familiar with the schedule. The combined total for Trash and Recycling requests in May 2014 was **125**. This is only slightly higher than the monthly average of **111**. Yard Waste requests are less suited for month-to-month tracking due to the fact that yard waste is not collected between January and March. In the months in which yard waste was collected, the number of Yard Waste “missed pickups” averaged **26** per month. Going forward, LowellSTAT will continue to monitor E-Gov and other citizen engagement tools to effectively gauge the performance of both the service provider and the Solid Waste & Recycling team.



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