

City of Joshua

Summary of Customer Calls and Complaints since the transition to 96-gallon toter and no city sponsored Recycling

1. Total of 185 emails or customer inquiries since March 15 (beginning new contract for Joshua)
2. See the table below for the breakdown

Note Type	Summary of Note	Total
Bulk	Residents called in with questions regarding bulk services	8
Cancellation	Resident called to cancel services	1
Customer Call	Resident inquiring about how their pickup has changed including questions on extra trash carts or recycling	97
Delivery	Residents inquiring about delivery of the new trash carts or their 2 nd trash cart	39
Disable	Disable Service request	2
Email	Received email compliment for the driver and crew	1
Follow Up	Follow-up regarding supervisor quest	12
Miss	Missed inquiries for not servicing personal containers or general missed service	9
Payment	Payment inquiries	8
Price Increase	Called specifically about the increase in monthly services	4
Tagged-No Services	Issues with picking up a resident	3
Tagged-Service	Issues with service we did pick up for resident	1

3. Most calls/inquiries between the time period noted about were regarding the delivery of the new Waste Connections Trash cart and when they would receive it or others had received it, and they didn't.
4. A total of 244 new accounts were created for those residents that were not being billed for service.
5. A total of 89 accounts have been set up for the new Joshua OM Recycling Program.