

- **Needs Improvement**

- **Missed Recycling Complaints.** There have been 810 missed recycling complaints as of March 17th, 2016. There were 122 complaints during the CitiStat period of January 9th through January 22nd (Period 1). Of the 122 missed recycling complaints 47 were due to crew error, 25 due to a delayed route, and 15 were due to citizen error. There were 190 missed recycling complaints during the CitiStat period of January 22nd through February 5th (Period 2), and 152 complaints during the CitiStat period of February 6th through February 19th (Period 3). Recent staff turnover has affected recycling pick-up performance in portions of southeast Baltimore, as crews covering the area have been disproportionately affected. The maps below show the concentration of missed recycling complaints for all three periods:

Period 1



Period 2



Period 3

