

Appendix 1

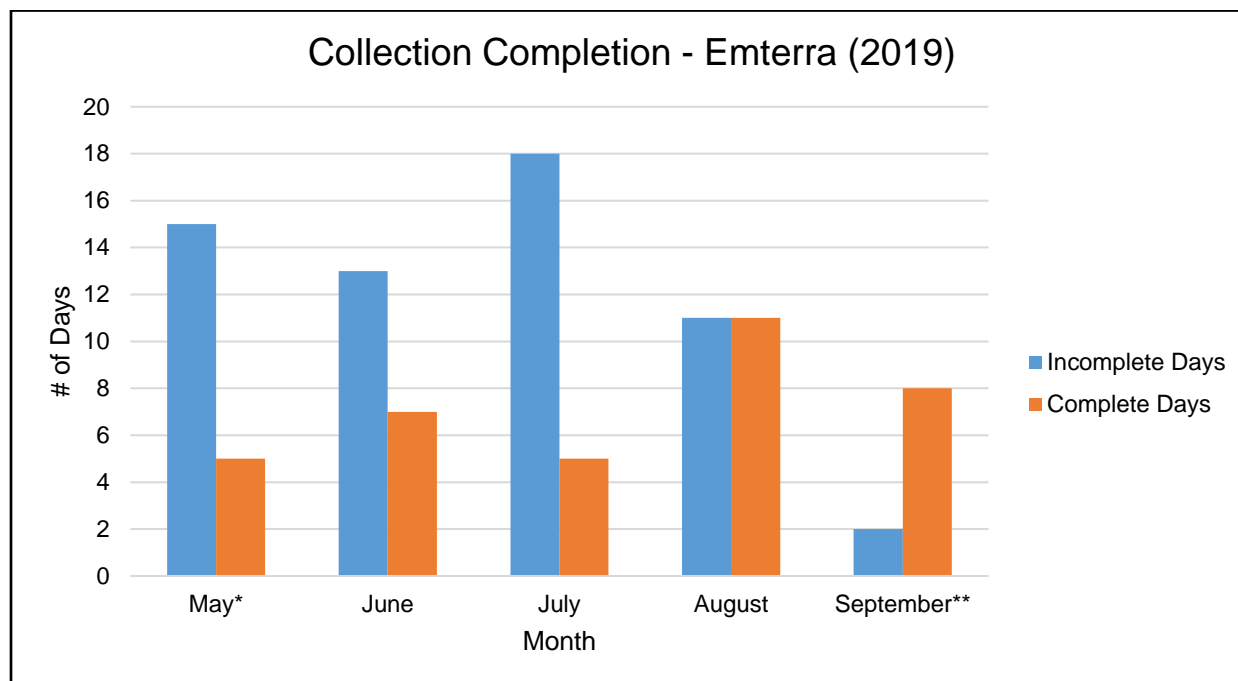


Figure 1 - # of Complete and Incomplete Collection Days – Emterra May to September 2019.

*Includes dates from May 6, 2019 to May 31, 2019

**Includes dates from start of month to September 13 2019

Table 1 - # of Complete and Incomplete Collection Days – Emterra May to September 2019.

Month	Incomplete Days	Complete Days	Total Days	% Complete	% Incomplete	Total
May*	15	5	20	25%	75%	100%
June	13	7	20	35%	65%	100%
July	18	5	23	22%	78%	100%
August	11	11	22	50%	50%	100%
September**	2	8	10	80%	20%	100%
Total	59	36	95	38%	62%	N/A

*Includes dates from May 6, 2019 to end of month

**Includes dates from start of month to September 13, 2019

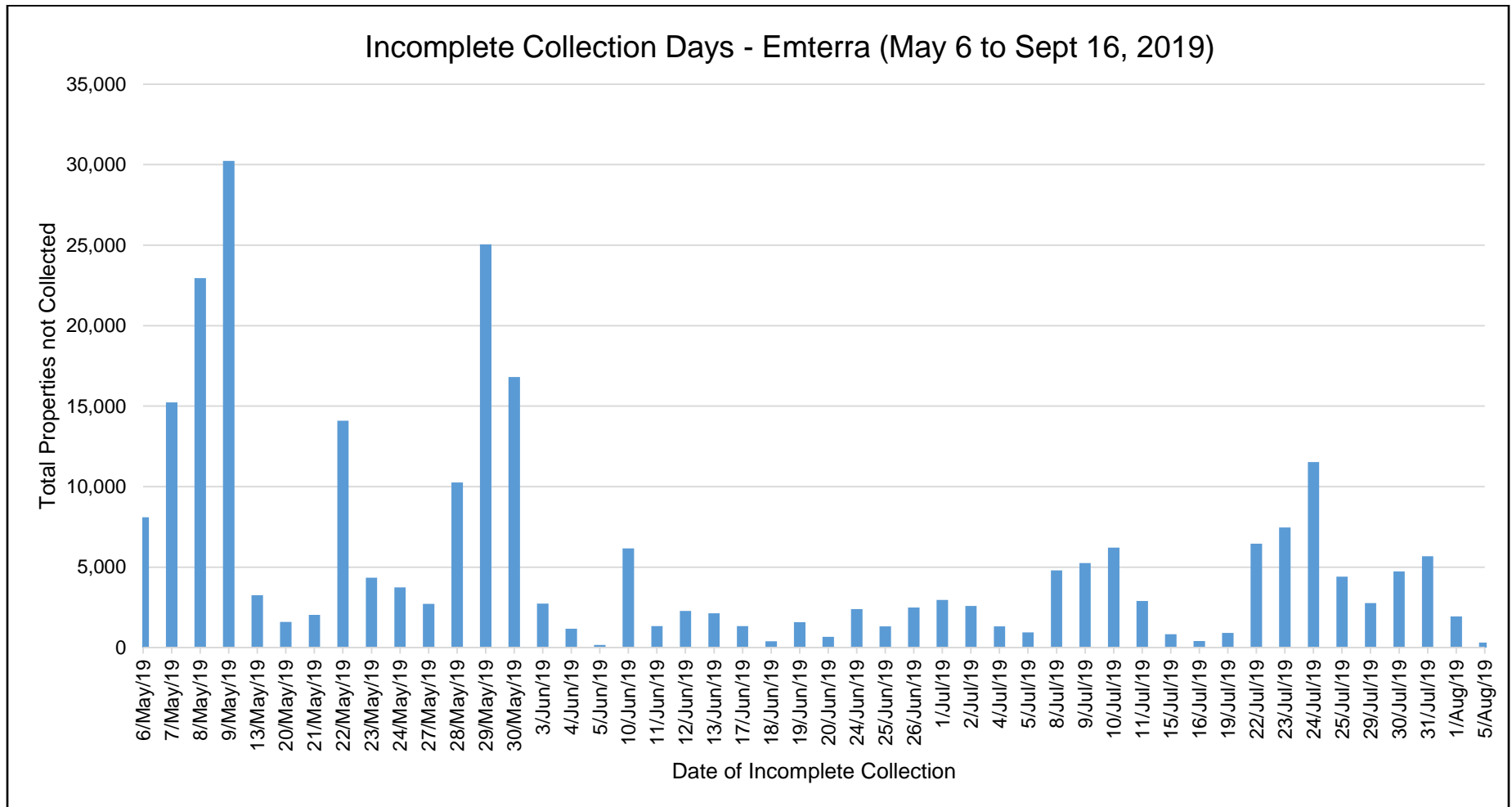


Figure 2 – Properties affected by incomplete collection – Emterra - May 6 to September 16, 2019.

Table 2 – Incidents of Missed Collections Reported to the Region’s Waste Info-Line (Emterra)

Timeframe	2017	2018	2019
January 2- March 8	147	746 (407.5% increase from 2017)	943* (26.4% increase from 2018)
March 9 – April 12	156	118 (24.4% decrease from 2017)	382* (223.7% increase from 2018)
April 13 – May 5	142	125 (12.0% decrease from 2017)	240* (92% increase from 2018)
May 6 – September 13	693	1,599 (130.7% increase from 2017)	2,193* (37.1% increase from 2018)
September 14 – December 31	1,290	1,126 (12.7% decrease from 2017)	N/A
TOTAL	2,429	3,714 (52.9% increase from 2017)	3,758** (1% increase from 2018)
*West Lincoln and Lincoln related incidents removed in 2019 as serviced under separate contract.			
**Incidents of missed collections from January 1 to September 13, 2019			