

**Exh. BS-6
Docket TG-230778
Witness: Benjamin Sharbono**

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

MURREY'S DISPOSAL COMPANY,

Respondent

DOCKET TG-230778

EXHIBIT TO TESTIMONY OF

BENJAMIN SHARBONO

**STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

2023 Stars Call Stats, CSR Call Stats, Tooty Stats

May 29, 2024

<u>District #</u>	<u>District</u>	<u>Location</u>	Q1 2023			Q2 2023			Q3 2023		
			<u>TOOTY</u>	<u>Average Hold Time</u>	<u>Abaondon Rate</u>	<u>TOOTY</u>	<u>Average Hold Time</u>	<u>Abaondon Rate</u>	<u>TOOTY</u>	<u>Average Hold Time</u>	<u>Abaondon Rate</u>
2112	Olympic Disposal	Sequim, WA	92.8%	1:04	4.0%	92.4%	1:09	4.1%	88.0%	1:18	5.20%

District #	District	Location	Q1 2023 Ave Hold Time	Q1 2023 Abandon Rate	Q1 Total Calls	Q2 2023 Ave Hold Time	Q2 2023 Abandon Rate	Q2 Total Calls	Q3 2023 Ave Hold Time	Q3 2023 Abandon Rate	Q3 Total Calls	Q4 2023 Ave Hold Time	Q4 2023 Abandon Rate	Q4 Total Calls
2112	Olympic Disposal	Sequim, WA	1:04	4.0%		1:09	4.1%	12,359	1:18	5.2%	11,928			

<u>District #</u>	<u>District</u>	<u>Location</u>	<u>Tooty Average</u> <u>Q1 2023</u>	<u>Total Calls Q1</u> <u>2023</u>	<u>Tooty Average</u> <u>Q2 2023</u>	<u>Total Calls Q2</u> <u>2023</u>	<u>Tooty Average</u> <u>Q3 2023</u>	<u>Total Calls Q3</u> <u>2023</u>	<u>Tooty Average</u> <u>Q4 2023</u>	<u>Total Calls Q4</u> <u>2023</u>
2112	Olympic Disposal	Sequim, WA	92.8%	18	92.4%	18	88.0%	18		