

An aerial photograph of a paved road winding through a dense green forest. In the lower right portion of the road, a dark-colored dumpster truck is visible, moving away from the viewer. The overall scene is dimly lit, giving it a moody, atmospheric feel.

The Hidden Costs of *Dumpster Delays:*

How Unreliable Service Affects Your Bottom Line



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About the Survey



Introduction

With today's challenging environment of labor shortages, supply chain disruptions and increased pressure to meet tight deadlines on budget, the role of supplier partners has changed. Now more than ever, service quality matters – especially when it comes to waste removal.

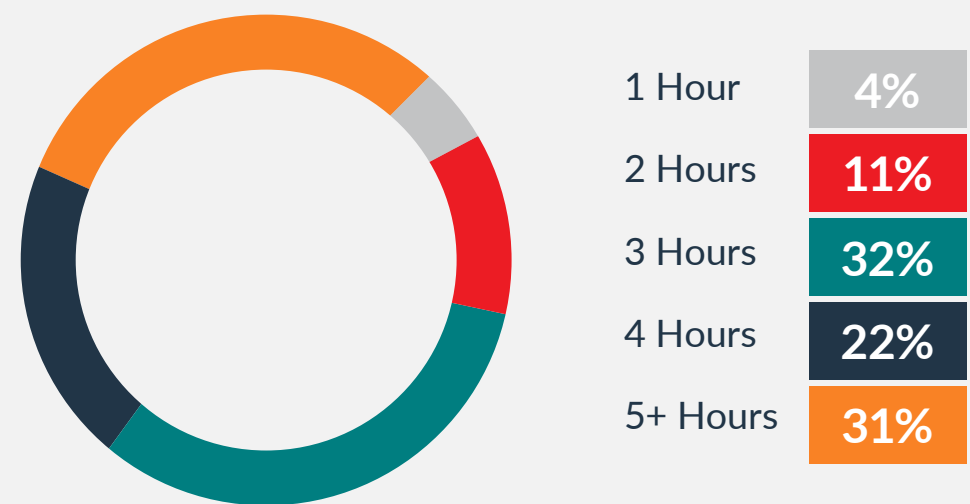
To better understand how unreliable dumpster service can negatively impact a construction business, we polled 300 construction professionals who either manage projects or coordinate site essentials like dumpsters, fences and port-a-potties. **Here's what we found.**



Delayed Dumpster Service Holds Up Projects and Hurts Companies Financially

Research suggests poor waste removal service can become increasingly more expensive in the long run and have devastating implications for timely project completion.

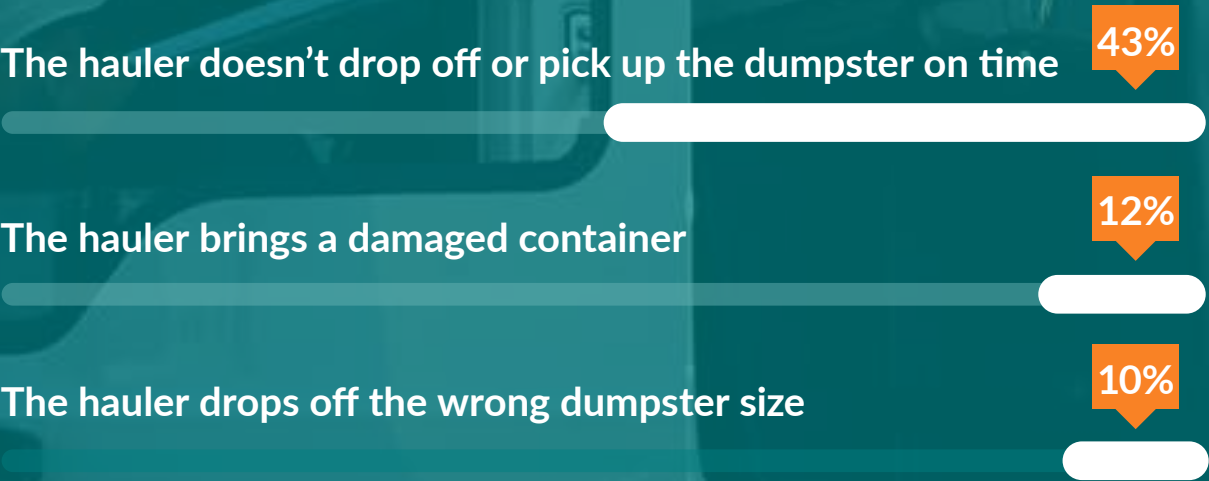
If you had to estimate, how many working hours (when trades are on-site) are lost monthly due to dumpster issues (e.g., delays, no-shows, etc.)?



of Respondents Reported Losing **3+ Hours per Month** Because of Dumpster-Related Issues

Top 3 Dumpster-Related Issues That Halt Production

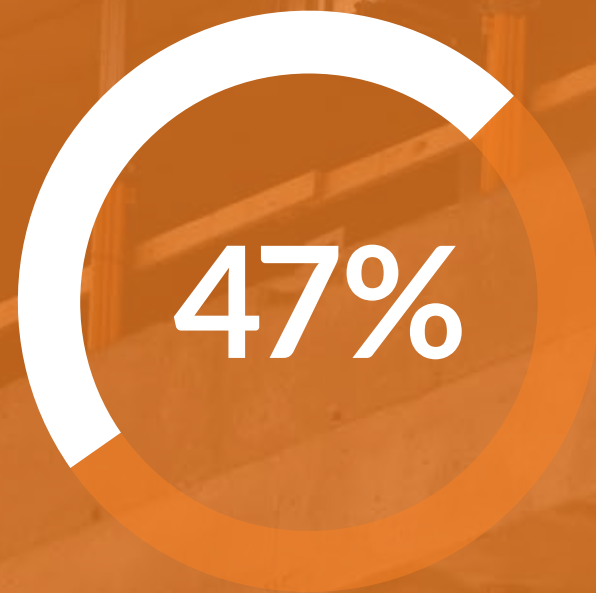
65% of respondents reported that these three factors cause delays on their jobsites:



When Dumpsters Are Delayed, the Costs Add Up Quickly

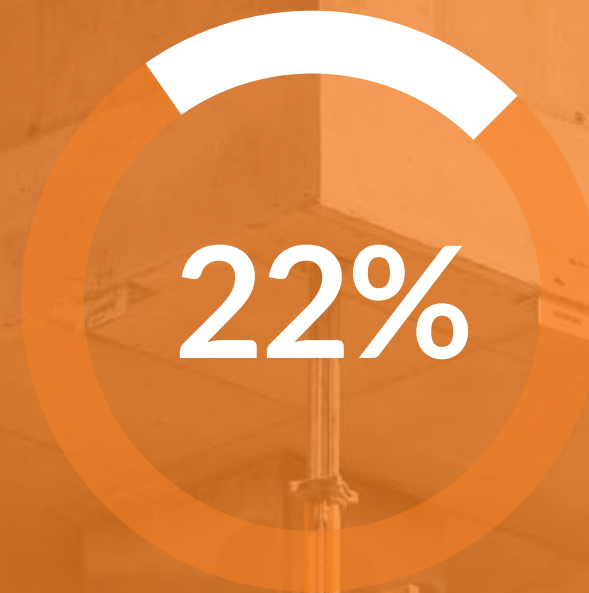
88% of those surveyed reported they experience these top three financial implications most when a dumpster is delayed.

#1 Financial Implication:
Labor Costs



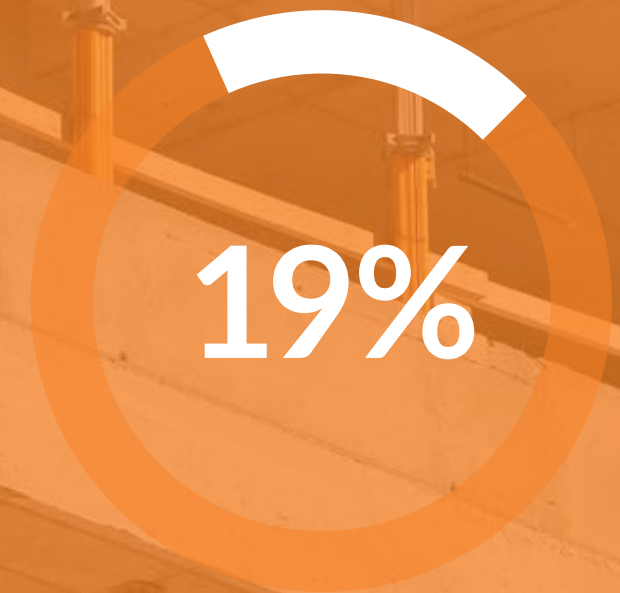
of those surveyed said that their top financial implication is when **employees are paid to be on-site, but can't work** due to delayed service.

#2 Financial Implication:
Reduced Earnings and Profits Due to Project Delays



of those surveyed reported that their top financial implication is a **hurt bottom line** because the project gets delayed.

#3 Financial Implication:
Delayed Payments

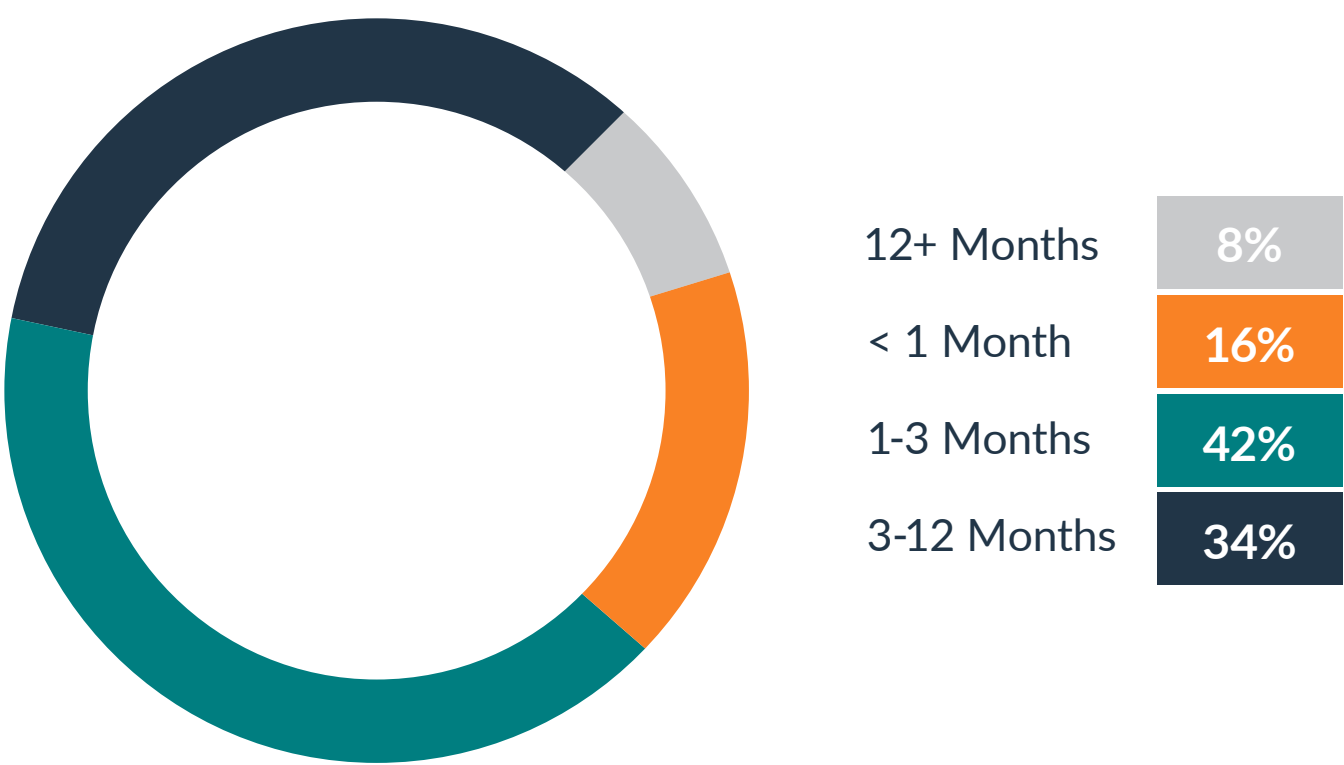


of those surveyed reported that their biggest financial implication is **delayed payments from the project owners.**

The Bottom Line for Labor Costs

Lost productivity costs can add up and become substantial quickly. Another key consideration is the project timeline.

76% of respondents reported that an average project timeframe is between 1-12 months.



Key Takeaway: The true impact that dumpster delays will have on lost labor costs for any given project will vary, but will be dependent on three key factors:

1

Average # of Hours Lost per Month Due to Dumpster Delays

2

Average Hourly \$ of Affected Labor On-site

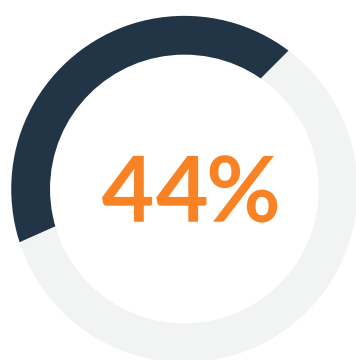
3

Average Project Timeline

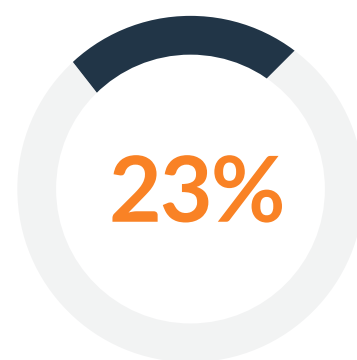
The Bigger Picture Implication: ***Dumpster Delays Can Cause Project Delays***

Dumpster delays not only result in lost productivity and numerous negative financial consequences, but can have potentially graver implications such as project delays. How do project delays negatively impact a construction company? **Here's what we learned.**

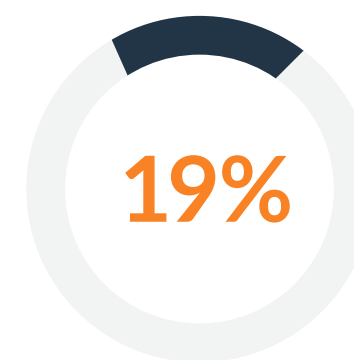
Top 3 Biggest Consequences of Project Delays - *Representing 86% of Responses*



found that a single project delay means they have to push back other projects and rearrange rentals, schedules and more.



found that they face financial repercussions such as contract penalties and labor overtime costs.



found that they have to work overtime to finish the project on time after a delay.

Dumpster Delays

Project Delays

Delayed Payments



The Verdict: *The Costs of Unreliable Dumpster Service Add Up Over Time*

Pricing out the cost of a dumpster rental can seem easy at first.

And chomping at the bit for the lowest priced bin may be appealing; however, saving \$20 upfront might not outweigh the long-term implications if serviceability isn't also considered.

As the results of this survey have shown, **dumpster service issues can be extremely expensive.**

Dumpster delays can lead to:



Wasted time and high labor costs



Delayed payments from project owners



Contract penalties and labor overtime costs



Reduced earnings/profits



Overall project delays

In other words, the costs of delayed service can **significantly override** the upfront cost of a dumpster rental.

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Dumpster Delays Can't Be Stopped, but They Can Be Minimized

Dumpster delays are an **unfortunate reality** for every hauler who drops off, picks up and swaps out dumpsters. There are too **many outside factors** that impact service including:



Traffic



Inclement Weather



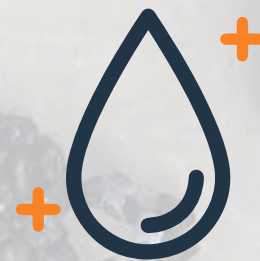
Long Waiting Times



Vehicle Problems



Delivery Blockage



Dumpster Cleaning



COVID Shortages



Labor Shortages

For these reasons, many waste removal companies offer service windows for delivery and pickup (between 6 a.m. to 9 p.m., for example) instead of set delivery times. They don't want to promise what they can't deliver.

While dumpster delays are sometimes unavoidable, a reliable partner can help minimize these situations.

A Reliable Partner Can Make All the Difference

The good news is that you can partner with a waste provider who works to **mitigate** and try to **prevent** dumpster delays, all while delivering reliable service.

Reliability matters. Internal survey data collected from May – December 2021 of 950+ construction professionals suggests that “reliability” is the most important factor when choosing a waste removal partner, trumping price.



Reputation	1%
Customer Service	12%
Other	14%
Price	33%
Reliability	39%

In summary, the prevalence of these delays can be minimized by working with the right dumpster company, like Dumpsters.com.

Source: Dumpsters.com Internal Survey and Data Analysis, 2021

How We Help Reduce Dumpster Delays

Our goal is to keep your projects moving from coast to coast. We offer **no-cost contractor services** to businesses of all sizes to keep your construction jobs on track and your costs in check.

The Winning Combo: Dedicated Account Management + Largest National Hauler Network



One Dedicated Account Manager



Dependable Dumpster Rentals Nationwide

Streamlined Solutions to Keep Your Projects On Budget and On Schedule

No matter how many dumpsters you order, you'll have access to one point of contact and the largest national dumpster inventory. We'll keep your projects on budget and on schedule.

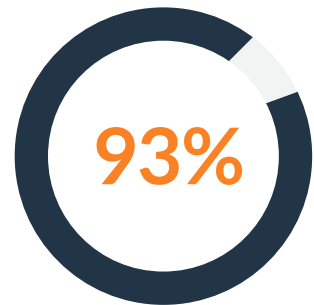
- ✓ Preschedule service and deliver the dumpster before your start date
- ✓ Only work with trusted partners
- ✓ Communicate all updates to you via text, email or phone
- ✓ Maintain regular communication with our hauling partners
- ✓ Find another hauler if necessary

What Our Customers Have to Say

In a [recent survey](#) of our top construction customers:



Rated Dumpsters.com as “always reliable” or “consistently reliable.”



Said we help keep their projects running on time and help them maintain clean jobsites.



Said they were satisfied with our services.

“ I’ve been a commercial subcontractor, GC and superintendent 30+ years and **never** had a dumpster supplier local, regional or national attend to my jobs needs as well as your organization. I would love to have you on every jobsite for the rest of my career. I will report your **unbelievable service** to all our estimators and project managers. ”

- Commercial Contractor, Midwest U.S.

Start Working With Our Reliable Service Today

Interested in learning more about how we can provide you with reliable service and make dumpsters the least of your worries?

📞 855-757-6118

[Dumpsters.com](https://www.dumpsters.com)

About the Survey

Dumpsters.com partnered with Pollfish to gather data about dumpster delays.

We used 300 responses from a random, nationwide survey of currently-employed construction professionals who either are responsible for construction projects and manage day-to-day project operations or coordinate and manage project essentials like dumpsters, porta-potties, etc.

We found this data to be true with a +/-3% margin of error and 95% confidence.

If you think these findings are interesting, please feel free to share it with your network, or cite it in your own content.

If you have any questions about the survey or want to know more, you can get in touch with us on [Facebook](#), [Twitter](#), [LinkedIn](#) or at media@dumpsters.com.