



Waste Management Monthly Report to the City of Texarkana, TX

Jarrold Miller
District Manager

Doug Sims
Public Sector Solutions Manager



Table of Contents



Collection Services.....	3
What It Means To Think Green.....	4
Customer Service Summary.....	5

Collection Services



Waste Management is proud to be the chosen service provider for the City of Texarkana. Currently, WM provides once a week residential refuse, recycling and yard waste collections. We look forward to continuing to work with the city.

In the tables below, residential materials collected are separated by type and measured in tons collected per month.

Materials Sent to Landfill (in tons)

Service	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Residential Trash	848	728	903	813	858	860	813	900	737	744	0	0	8,204	820

Materials Diverted from Landfill (in tons)

Service	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Residential Recycling	151	137	160	149	162	167	175	165	154	139	0	0	1,599	156
Residential Yard Waste	129	140	160	121	122	135	108	106	99	133	0	0	1,253	125
Total	280	277	320	270	284	302	283	271	253	272	0	0	2,812	281

Total Materials Collected (in tons)

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Total	1,128	1,005	1,223	1,083	1,142	1,162	1,096	1,171	990	1,016	0	0	11,016	1,102

Diversion Rate

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Residential Diversion Rate	25%	28%	26%	25%	25%	26%	26%	23%	26%	27%	-	-	26%	26%

What It Means To Think Green

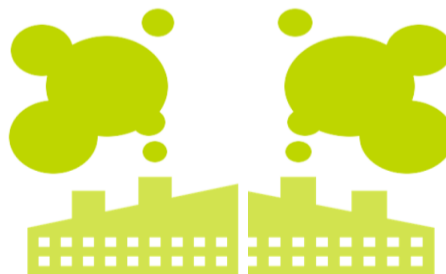
Resources Diverted from Landfill (In Tons) **														
Material	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Newspaper	121	110	128	119	130	134	140	132	123	111	0	0	1,247	125
Aluminum	3	3	3	3	3	3	4	3	3	3	0	0	31	3
Plastic - Mixed	23	21	24	22	24	25	26	25	23	21	0	0	234	23
Tin	5	4	5	4	5	5	5	5	5	4	0	0	47	5
Total	151	137	160	149	162	167	175	165	154	139	0	0	1,559	156
Yard Waste	129	140	160	121	122	135	108	106	99	133	0	0	1,253	125
Grand Total	280	277	320	270	284	302	283	271	253	272	0	0	2,812	281

***Based on aggregate data from Materials Recovery Facility*

The City of Texarkana has diverted **2,812 tons** from the landfill, equivalent to...



conserving
597,052 gallons of gasoline



greenhouse gas emissions reduction of
5,306 metric tons of CO2 equivalent



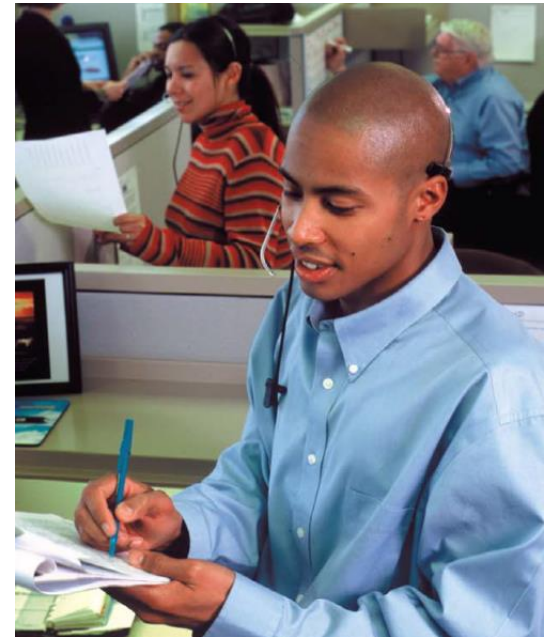
removing the annual emissions from
1,136 cars off the road

Customer Service Summary

At Waste Management, we provide **Customer Service** solutions online and by phone. Our Customer Service team is here to support you as we strive to offer a **quality experience** for our **customers**. Our highly qualified team helps make it easy for our customers to get the **most value** out of their waste and recycling services.

Waste Management has provided service to over 10,500 homes in Texarkana over 137,000 times a month.

99.97% Service Success Rate
on average for 2017



Customer Service Summary															
Nature of Issue	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG	
Missed Pick-Ups	56	32	65	21	36	42	64	15	41	42	0	0	414	41	
Container Issues	0	1	1	0	1	1	0	4	0	3	0	0	11	2	
Property Damage	0	1	1	0	0	0	0	0	0	0	0	0	2	1	
Other	0	2	3	2	0	2	2	0	4	1	0	0	16	2	
Total	56	36	70	23	37	45	66	19	45	46	0	0	443	44	
Service Success Rate	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	-	-	99.9%	99.9%