



Waste Management Monthly Report to the City of Texarkana, TX

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Table of Contents



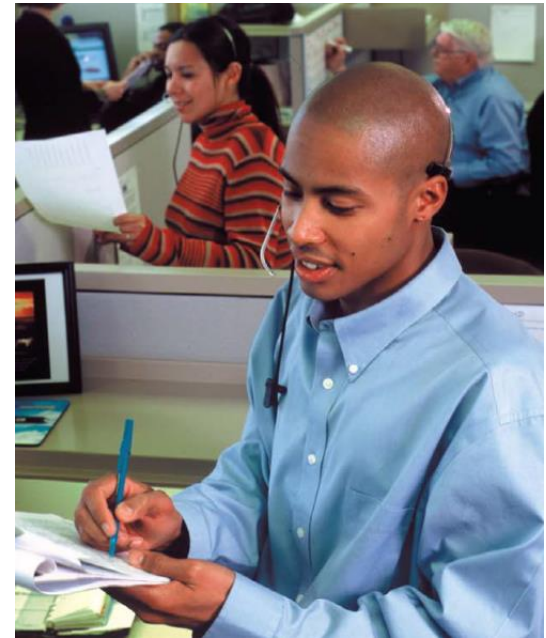
Collection Services.....	3
What It Means To Think Green.....	4
Customer Service Summary.....	5

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 10,600 homes in Texarkana over 138,000 times a month.

99.96% Service Success Rate
on average for 2018



Customer Service Summary														
Nature of Issue	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Missed Pick-Ups	55	0	0	0	0	0	0	0	0	0	0	0	55	55
Container Issues	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Property Damage	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	1	0	0	0	0	0	0	0	0	0	0	0	1	1
Total	56	0	0	0	0	0	0	0	0	0	0	0	56	56
Service Success Rate	99.9%	-	-	-	-	-	-	-	-	-	-	-	99.9%	99.9%