



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	853	718	866	0	0	0	0	0	0	0	0	0	2,437	812
Materials Diverted from Landfill (in tons)														
Service	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Residential Recycling	155	151	157	0	0	0	0	0	0	0	0	0	463	154
Residential Yard Waste	76	91	169	0	0	0	0	0	0	0	0	0	336	112
Total	231	242	326	0	0	0	0	0	0	0	0	0	799	266
Total Materials Collected (in tons)														
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Total	1,084	960	1,192	0	0	0	0	0	0	0	0	0	3,236	1,079
Diversion Rate														
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Residential Diversion Rate	21%	25%	27%	-	-	-	-	-	-	-	-	-	25%	25%

What It Means To Think Green

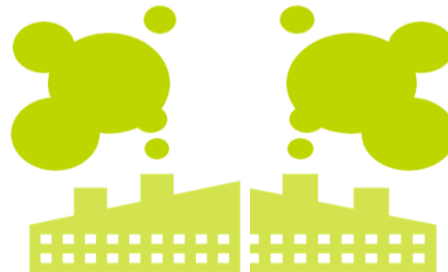
Resources Diverted from Landfill (In Tons) **														
Material	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Newspaper	124	121	126	0	0	0	0	0	0	0	0	0	370	123
Aluminum	3	3	3	0	0	0	0	0	0	0	0	0	9	3
Plastic - Mixed	23	23	24	0	0	0	0	0	0	0	0	0	69	23
Tin	5	5	5	0	0	0	0	0	0	0	0	0	14	5
Total	155	151	157	0	0	0	0	0	0	0	0	0	463	154
Yard Waste	76	91	169	0	0	0	0	0	0	0	0	0	336	112
Grand Total	231	242	326	0	0	0	0	0	0	0	0	0	799	266

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

The City of Texarkana has diverted **799 tons** from the landfill, equivalent to...



conserving
179,813 gallons of gasoline



greenhouse gas emissions reduction of
1,598 metric tons of CO2 equivalent



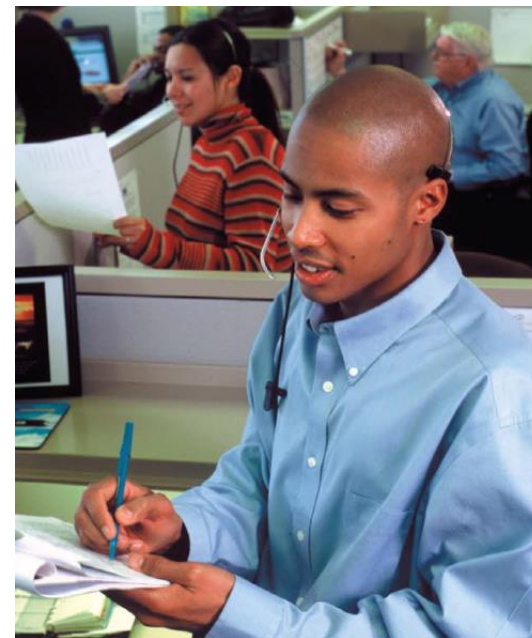
removing the annual emissions from
342 cars off the road

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

99.97% 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	35	45	0	0	0	0	0	0	0	0	0	135	45
Container Issues	0	4	2	0	0	0	0	0	0	0	0	0	6	3
Property Damage	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	1	1	1	0	0	0	0	0	0	0	0	0	3	1
Total	56	40	48	0	0	0	0	0	0	0	0	0	144	48
Service Success Rate	99.9%	99.9%	99.9%	-	-	-	-	-	-	-	-	-	99.9%	99.9%



Photo from left to right: Randy Lyles, Tony Porter and Tommy Conkleton

Texarkana Hauling Works with Eagle Scouts

At the Hoot Landfill, Randy Lyles, Tony Porter and Tommy Conkleton of Texarkana Hauling helped Eagle Scouts from Troop 8 of Texarkana revitalize the fishing docks at the site.

In a single day, the scouts, along with the WM employees, moved the pre-made dock sections to the landfill, set the dock posts in the water and added 30 feet of fishing dock. They also replaced old boards throughout the pre-existing fishing dock.

The Hoot Landfill is a 215-acre site located in southwestern Arkansas near the Texas-Arkansas border, in Fouke, Arkansas. Habitat types on this site include uplands, grasslands, wetlands and forests as well as five ponds and two creeks. The site was first certified in 2009, and all 215 acres are actively managed by the site's team and available for use by wildlife. The dedicated twelve-member team consists of both Waste Management employees and volunteers from local community organizations, including the Sulphur River Waterfowl Association, Arkansas State Parks, Arkansas Forestry Commission, Arkansas Game & Fish Commission, and people from the Fouke Independent School District. The team's mission is to enhance biodiversity, create sustainable educational and recreational resources for the community, and to encourage various partners to actively engage in habitat enhancement projects.