



Waste Management Monthly Report to the City of Texarkana, TX

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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	884	724	775	851	964	847	904	846	735	830	745	0	9,105	828
Materials Diverted from Landfill (in tons)														
Service	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Residential Recycling	129	104	109	124	121	103	109	76	91	109	87	0	1,162	106
Residential Yard Waste	128	116	180	138	117	97	88	107	127	141	82	0	1,321	120
Total	257	220	289	262	238	200	197	183	218	250	169	0	2,483	226
Total Materials Collected (in tons)														
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Total	1,141	944	1,064	1,113	1,202	1,047	1,101	1,029	953	1,080	914	0	11,588	1,053
Diversion Rate														
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Residential Diversion Rate	23%	23%	27%	24%	20%	19%	18%	18%	23%	23%	18%	-	21%	21%

What It Means To Think Green

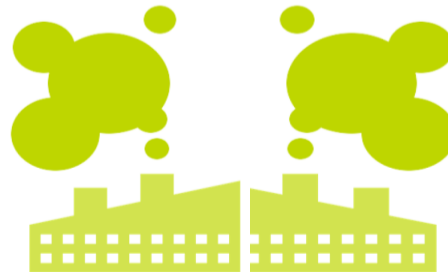
Resources Diverted from Landfill (In Tons) **														
Material	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Newspaper	103	83	87	99	97	82	87	61	73	87	70	0	930	85
Aluminum	3	2	2	2	2	2	2	2	2	2	2	0	23	2
Plastic - Mixed	19	16	16	19	18	15	16	11	14	16	13	0	174	16
Tin	4	3	3	4	4	3	3	2	3	3	3	0	35	3
Total	129	104	109	124	121	103	109	76	91	109	87	0	1,162	106
Yard Waste	128	116	180	138	117	97	88	107	127	141	82	0	1,321	120
Grand Total	257	220	289	262	238	200	197	183	218	250	169	0	2,483	226

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

The City of Texarkana has diverted **2,483 tons** from the landfill, equivalent to...



conserving
422,578 gallons of gasoline



greenhouse gas emissions reduction of
3,755 metric tons of CO2 equivalent



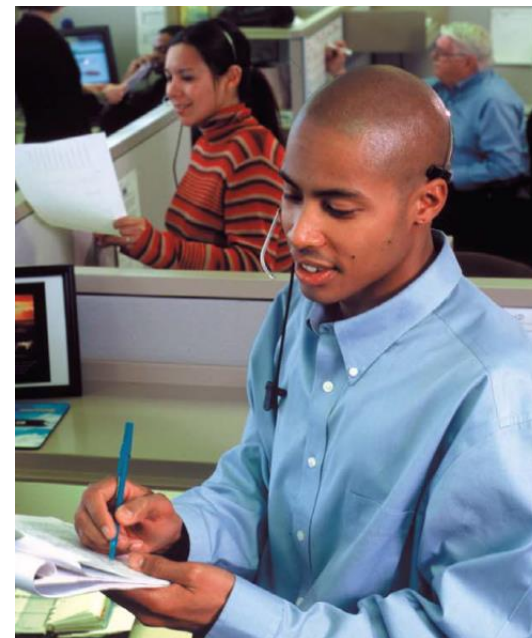
removing the annual emissions from
797 cars off the road

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 10,790 homes in Texarkana over 140,162 times a month.

99.93% Service Success Rate
on average for 2019



Customer Service Summary															
Nature of Issue	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG	
Missed Pick-Ups	81	74	73	111	69	133	102	86	70	62	81	0	942	86	
Container Issues	4	4	6	1	2	2	7	4	4	4	2	0	40	4	
Property Damage	1	0	1	3	1	0	1	0	1	0	1	0	9	1	
Other	3	1	4	0	2	8	2	2	5	3	2	0	32	3	
Total	89	79	84	115	74	143	112	92	80	69	86	0	1,023	93	
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%	99.9%