



# City of Texarkana

Monthly Report

May 2022

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# Collection Services

Residential, Commercial, Industrial and Recycling

As Texarkana's preferred environmental services partner, Waste Management provides Waste and Recycling collection for Residential, Commercial and Industrial customers in the City of Texarkana.

Waste Management provides curbside waste, recycling, bulk and green waste collection to **10,958** homes each week. Our various residential services performed by our collection team delivers **142,344** personal touches each month to the City of Texarkana residents.



# Collection Services Report

The following report includes information on the number of residential customers in the **Texarkana** and the tons of material collected for residential trash, recycling and green waste.

	Number of Households												TOTAL	AVG
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC		
Residential Households	10,944	10,939	10,947	10,951	10,958	0	0	0	0	0	0	0	54,739	10,948
	Materials Collected (in Tons)												TOTAL	AVG
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC		
Residential Recycling	80	55	79	68	64	0	0	0	0	0	0	0	346	69
Residential Green Waste	25	17	22	25	31	0	0	0	0	0	0	0	120	24
Residential Trash	758	720	885	878	852	0	0	0	0	0	0	0	4,093	819
Total Materials Collected	863	792	986	971	947	0	0	0	0	0	0	0	4,559	912
Diversion Rate	9%	7%	8%	7%	7%	0%	0%	0%	0%	0%	0%	0%	8%	8%



# Customer Service

We're dedicated to providing best-in-class service and making your life a little easier. We know our Customers will have questions and requests from time to time. Our State-of-the-Art Customer Service Team and Dedicated Public Sector Digital Care Desk are ready to assist residents and businesses of your city.

**WE DON'T JUST MANAGE  
WASTE WE PROVIDE  
SOLUTIONS**



# Customer Service Summary Report

Waste Management provides service **three times** a week to approximately 10,958 homes in the City of Texarkana. That is approximately **1,708,128 service opportunities** per year.

Customer Service Summary														
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Reported Misses	123	109	159	143	112	0	0	0	0	0	0	0	646	129
Container Issue	0	1	1	0	1	0	0	0	0	0	0	0	3	1
Property Damage	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	2	1	2	1	5	0	0	0	0	0	0	0	11	2
Total Issues	125	111	162	144	118	0	0	0	0	0	0	0	660	132
Total Services	142,163	142,098	142,202	142,253	142,344	-	-	-	-	-	-	-	711,060	142,212
Service Success	99.91%	99.92%	99.89%	99.90%	99.92%	-	-	-	-	-	-	-	99.91%	99.91%



# Customer Service Detailed Report

## May 2022

Open Date	Address	Case No.	Description	Complaint	Resolution	Close Date
4/30/2022	2812 Magnolia St	66051	Missed Pickup	Missed recycle pickup	Recovered	5/2/2022
5/2/2022	418 W 29th St	68217	Missed Pickup	Missed recycle pickup	Recovered	5/2/2022
5/3/2022	22 DeSoto Circle	69097	Missed Pickup	Missed bulk pickup	Recovered	5/3/2022
5/3/2022	2002 W 9th St	69098	Missed Pickup	Missed recycle pickup	Recovered	5/3/2022
5/3/2022	2002 W 9th St	69788	Missed Pickup	Missed recycle pickup	Recovered	5/3/2022
5/3/2022	7009 Shadowbrook	70295	Missed Pickup	Missed yard waste pickup	Recovered	5/4/2022
5/4/2022	332 Fielden St	71692	Missed Pickup	Missed trash pickup	Recovered	5/4/2022
5/4/2022	3 Summer Ln	72474	Missed Pickup	Missed trash pickup	Recovered	5/4/2022



Open Date	Address	Case No.	Description	Complaint	Resolution	Close Date
5/4/2022	1619 W 6th St	71508	Missed Pickup	Missed recycle pickup	Recovered	5/4/2022
5/4/2022	1107 Carrol Ave	71741	Missed Pickup	Missed recycle pickup	Recovered	5/4/2022
5/4/2022	111 Old Boston Rd	72579	Missed Pickup	Missed recycle pickup	Recovered	5/6/2022
5/4/2022	524 Oakhill Rd	71738	Missed Pickup	Missed yard waste pickup	Recovered	5/4/2022
5/4/2022	3313 Cooper Lane	72502	Missed Pickup	Missed yard waste pickup	Recovered	5/4/2022
5/4/2022	3031 Alexander Ln	13983147	Service Issue	Incomplete service	Called customer and left message; driver coached	5/6/2022
5/5/2022	1201 Stuckey #2302	73340	Missed Pickup	Missed trash pickup	Recovered	5/5/2022
5/5/2022	3311 Davis St	73592	Missed Pickup	Missed trash pickup	Recovered	5/6/2022
5/5/2022	1511 S Robinson	73864	Missed Pickup	Missed recycle pickup	Recovered	5/6/2022
5/5/2022	3106 Mason St	74608	Missed Pickup	Missed recycle pickup	Recovered	5/9/2022
5/5/2022	None Provided	13990958	Missed Pickup	Repeat missed pickup	Passed information on to route manager to coach driver/helper	5/6/2022





Open Date	Address	Case No.	Description	Complaint	Resolution	Close Date
5/5/2022	3106 Mason St	13990967	Missed Pickup	Repeat missed pickup	Passed information on to route manager to coach driver/helper	5/6/2022
5/5/2022	3320 Pine St	13986139	Missed Pickup	Repeat missed pickup	Passed information on to route manager to coach driver/helper	5/6/2022
5/6/2022	3024 Wood St	76051	Missed Pickup	Missed trash pickup	Recovered	5/9/2022
5/9/2022	1409 Oak St	76986	Missed Pickup	Missed trash pickup	Recovered	5/9/2022
5/9/2022	202 New Castle St	77306	Missed Pickup	Missed trash pickup	Recovered	5/9/2022
5/9/2022	202 New Castle St	77315	Missed Pickup	Missed recycle pickup	Recovered	5/9/2022
5/10/2022	1016 Spruce St	79623	Missed Pickup	Missed trash pickup	Recovered	5/11/2022
5/10/2022	1710 W 16th St	79762	Missed Pickup	Missed trash pickup	Recovered	5/11/2022
5/10/2022	4837 North Park Road	79836	Missed Pickup	Missed trash pickup	Recovered	5/11/2022
5/10/2022	1018 Spruce St	79903	Missed Pickup	Missed trash pickup	Recovered	5/11/2022
5/10/2022	806 Melton St	79963	Missed Pickup	Missed trash pickup	Recovered	5/11/2022



Open Date	Address	Case No.	Description	Complaint	Resolution	Close Date
5/10/2022	4108 Pecos Ave	79943	Missed Pickup	Missed recycle pickup	Recovered	5/10/2022
5/10/2022	51 Dogwood Lake Dr	79707	Missed Pickup	Missed recycle pickup	Recovered	5/11/2022
5/10/2022	3704 Rio Grande Ave	79974	Missed Pickup	Missed recycle pickup	Recovered	5/11/2022
5/10/2022	2342 Akin St	79572	Missed Pickup	Missed yard waste pickup	Recovered	5/11/2022
5/11/2022	1103 Pierre St	80437	Missed Pickup	Missed trash pickup	Recovered	5/11/2022
5/11/2022	810 Jerome St	80471	Missed Pickup	Missed trash pickup	Recovered	5/11/2022
5/11/2022	1201 Stuckey St	81521	Missed Pickup	Missed trash pickup	Recovered	5/13/2022
5/11/2022	2007 W 18th St	81197	Missed Pickup	Missed recycle pickup	Recovered	5/11/2022
5/11/2022	1712 Liddell Ln	81228	Missed Pickup	Missed yard waste pickup	Recovered	5/13/2022
5/11/2022	13 S Pineview Dr	14002123	Service Issue	Incomplete service	Called and spoke with customer about service issue	5/12/2022
5/12/2022	3910 Pansy St	83049	Missed Pickup	Missed trash pickup	Recovered	5/13/2022



Open Date	Address	Case No.	Description	Complaint	Resolution	Close Date
5/12/2022	2311 E 15th St	83053	Missed Pickup	Missed trash pickup	Recovered	5/13/2022
5/12/2022	1611 W 12th St	83113	Missed Pickup	Missed bulk pickup	Recovered	5/12/2022
5/12/2022	1112 Lee St	83257	Missed Pickup	Missed trash pickup	Recovered	5/13/2022
5/12/2022	415 Belt Road	83794	Missed Pickup	Missed trash pickup	Recovered	5/13/2022
5/12/2022	4202 Gazola St	83642	Missed Pickup	Missed recycle pickup	Recovered	5/13/2022
5/12/2022	12 N Pineview Dr	83068	Missed Pickup	Missed yard waste pickup	Recovered	5/12/2022
5/12/2022	3002 Mulberry St	83278	Missed Pickup	Missed yard waste pickup	Recovered	5/13/2022
5/12/2022	4202 Gazola St	14005246	Missed Pickup	Missed recycle pickup	Address monitored to ensure service	5/16/2022
5/12/2022	2311 W 15th	14004309	Service Issue	Inconsistent service	Called and spoke with customer about service issue; address monitored	5/17/2022
5/13/2022	1201 Stuckey St	84692	Missed Pickup	Missed bulk pickup	Recovered	5/13/2022
5/13/2022	1921 MLK Blvd	84822	Missed Pickup	Missed bulk pickup	Recovered	5/13/2022



Open Date	Address	Case No.	Description	Complaint	Resolution	Close Date
5/13/2022	3809 Pansy St	84828	Missed Pickup	Missed trash pickup	Recovered	5/13/2022
5/13/2022	1415 W 10th St	85030	Missed Pickup	Missed trash pickup	Recovered	5/16/2022
5/13/2022	914 Sulphur St	85193	Missed Pickup	Missed recycle pickup	Recovered	5/16/2022
5/13/2022	1511 Oak St	85405	Missed Pickup	Missed trash pickup	Recovered	5/17/2022
5/13/2022	1415 W 10th St	85033	Missed Pickup	Missed recycle pickup	Recovered	5/16/2022
5/13/2022	1511 Oak St	14011681	Missed Pickup	Repeat missed pickup	Called customer and left message; driver coached	5/17/2022
5/14/2022	4107 Main St	86128	Missed Pickup	Missed trash pickup	Recovered	5/17/2022
5/16/2022	1006 Elm St	86534	Missed Pickup	Missed recycle pickup	Recovered	5/17/2022
5/16/2022	1313 Oak St	86633	Missed Pickup	Missed trash pickup	Recovered	5/17/2022
5/16/2022	1018 Spruce St	86657	Missed Pickup	Missed trash pickup	Recovered	5/17/2022
5/16/2022	1409 Oak St	86695	Missed Pickup	Missed trash pickup	Recovered	5/17/2022



Open Date	Address	Case No.	Description	Complaint	Resolution	Close Date
5/16/2022	1016 Spruce St	86787	Missed Pickup	Missed trash pickup	Recovered	5/17/2022
5/16/2022	1616 Spruce St	86815	Missed Pickup	Missed trash pickup	Recovered	5/17/2022
5/16/2022	1502 Oak St	86828	Missed Pickup	Missed trash pickup	Recovered	5/17/2022
5/16/2022	2812 Magnolia St	86759	Missed Pickup	Missed recycle pickup	Recovered	5/17/2022
5/16/2022	3901 Hazel St	86896	Missed Pickup	Missed recycle pickup	Recovered	5/17/2022
5/16/2022	1921 Magnolia St	87301	Missed Pickup	Missed recycle pickup	Recovered	5/17/2022
5/17/2022	2109 Maple St	88645	Missed Pickup	Missed trash pickup	Recovered	5/17/2022
5/17/2022	1618 W 17th St	88747	Missed Pickup	Missed trash pickup	Recovered	5/18/2022
5/17/2022	2109 Maple St	88655	Missed Pickup	Missed recycle pickup	Recovered	5/17/2022
5/17/2022	3706 Rio Grande Ave	88927	Missed Pickup	Missed recycle pickup	Recovered	5/18/2022
5/17/2022	2902 Stonegate Cir	89075	Missed Pickup	Missed recycle pickup	Recovered	5/18/2022



Open Date	Address	Case No.	Description	Complaint	Resolution	Close Date
5/17/2022	3901 Hazel St	88612	Missed Pickup	Missed yard waste pickup	Recovered	5/17/2022
5/18/2022	1201 Stuckey St	90813	Missed Pickup	Missed bulk pickup	Recovered	5/18/2022
5/18/2022	5 Chartwell Ln	90970	Missed Pickup	Missed trash pickup	Recovered	5/18/2022
5/18/2022	1716 Breckenridge St	91126	Missed Pickup	Missed trash pickup	Recovered	5/18/2022
5/18/2022	1122 W 14th St	91352	Missed Pickup	Missed trash pickup	Recovered	5/18/2022
5/18/2022	705 Boardwalk Ave	90902	Missed Pickup	Missed recycle pickup	Recovered	5/18/2022
5/18/2022	2615 Weaver Pl	91265	Missed Pickup	Missed recycle pickup	Recovered	5/18/2022
5/18/2022	522 Robbins St	14019538	Service Issue	Trash not serviced	Spoke to customer and advised of placement for service	5/19/2022
5/18/2022	1921 W 9th St	14019861	Driver Issue	Driver/helper inappropriate behavior	Passed information on to route manager to coach driver/helper	5/18/2022
5/19/2022	1921 W 19th St	92194	Missed Pickup	Missed bulk pickup	Recovered	5/19/2022
5/19/2022	2212 Oaklawn Dr	92350	Missed Pickup	Missed trash pickup	Recovered	5/19/2022



Open Date	Address	Case No.	Description	Complaint	Resolution	Close Date
5/19/2022	2511 Phillips Lane	92680	Missed Pickup	Missed trash pickup	Recovered	5/19/2022
5/19/2022	2324 W 14th St	93057	Missed Pickup	Missed trash pickup	Recovered	5/19/2022
5/19/2022	2608 Leopard Dr	92195	Missed Pickup	Missed recycle pickup	Recovered	5/19/2022
5/19/2022	2103 Harrison Ln	92805	Missed Pickup	Missed recycle pickup	Recovered	5/19/2022
5/19/2022	2404 W 13th St	92932	Missed Pickup	Missed recycle pickup	Recovered	5/19/2022
5/20/2022	5520 W Kyle Road	94459	Missed Pickup	Missed trash pickup	Recovered	5/21/2022
5/20/2022	3704 Rio Grande Ave	94643	Missed Pickup	Missed recycle pickup	Recovered	5/21/2022
5/20/2022	2342 N Akin Ave	91148	Missed Pickup	Missed yard waste pickup	Recovered	5/21/2022
5/20/2022	5806 Forest Grove Rd	94006	Missed Pickup	Missed yard waste pickup	Recovered	5/21/2022
5/20/2022	3005 W 15th St	94620	Missed Pickup	Missed yard waste pickup	Recovered	5/21/2022
5/20/2022	4002 Walnut St	14030306	Container Issue	Container placement	Route manager went out to place container correctly	5/20/2022



Open Date	Address	Case No.	Description	Complaint	Resolution	Close Date
5/21/2022	1612 W 17th St	95152	Missed Pickup	Missed trash pickup	Recovered	5/24/2022
5/21/2022	2801 Olive St	95153	Missed Pickup	Missed recycle pickup	Recovered	5/24/2022
5/23/2022	1423 W 13th St	102916	Missed Pickup	Missed trash pickup	Recovered	5/24/2022
5/23/2022	721 W 34th St	102346	Missed Pickup	Missed recycle pickup	Recovered	5/24/2022
5/23/2022	419 W 26th St	102732	Missed Pickup	Missed recycle pickup	Recovered	5/24/2022
5/23/2022	1202 Richmond Rd	102848	Missed Pickup	Missed recycle pickup	Recovered	5/24/2022
5/23/2022	3510 Hazel St	103283	Missed Pickup	Missed recycle pickup	Recovered	5/24/2022
5/23/2022	1508 Olive	103502	Missed Pickup	Missed recycle pickup	Recovered	5/24/2022
5/23/2022	721 W 34th St	102340	Missed Pickup	Missed recycle pickup	Recovered	5/23/2022
5/23/2022	6010 Oak Flat Ave	102920	Missed Pickup	Missed yard waste pickup	Recovered	5/25/2022
5/24/2022	2 DeSoto Circle	104496	Missed Pickup	Missed trash pickup	Recovered	5/24/2022





Open Date	Address	Case No.	Description	Complaint	Resolution	Close Date
5/24/2022	3818 Rio Grande Ave	103984	Missed Pickup	Missed recycle pickup	Recovered	5/24/2022
5/25/2022	3305 Briarwood St	106278	Missed Pickup	Missed trash pickup	Recovered	5/25/2022
5/25/2022	3122 Moores Lane	107159	Missed Pickup	Missed trash pickup	Recovered	5/27/2022
5/25/2022	2222 Ave A	106195	Missed Pickup	Missed recycle pickup	Recovered	5/25/2022
5/25/2022	2900 Stillwell Dr	106186	Missed Pickup	Missed yard waste pickup	Recovered	5/25/2022
5/26/2022	111 Old Boston Rd	108984	Missed Pickup	Missed recycle pickup	Recovered	5/27/2022
5/27/2022	615 Jerome St	110371	Missed Pickup	Missed recycle pickup	Recovered	5/27/2022
5/31/2022	14 Holly Ridge Dr	113828	Missed Pickup	Missed trash pickup	Recovered	5/31/2022
5/31/2022	2801 Olive St	113452	Missed Pickup	Missed recycle pickup	Recovered	5/31/2022
5/31/2022	44 DeSoto Circle	113555	Missed Pickup	Missed trash pickup	Recovered	5/31/2022
5/31/2022	6 Forest Brook Ln	113367	Missed Pickup	Missed yard waste pickup	Recovered	5/31/2022



Thank you

