



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	848	728	903	813	858	860	813	900	737	0	0	0	7,460	829
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	0	0	0	1,420	158
Residential Yard Waste	129	140	160	121	122	135	108	106	99	0	0	0	1,120	124
Total	280	277	320	270	284	302	283	271	253	0	0	0	2,540	282
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	0	0	0	10,000	1,111
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%	-	-	-	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	121	110	128	119	130	134	140	132	123	0	0	0	1,136	126
Aluminum	3	3	3	3	3	3	4	3	3	0	0	0	28	3
Plastic - Mixed	23	21	24	22	24	25	26	25	23	0	0	0	213	24
Tin	5	4	5	4	5	5	5	5	5	0	0	0	43	5
Total	151	137	160	149	162	167	175	165	154	0	0	0	1,420	158
Yard Waste	129	140	160	121	122	135	108	106	99	0	0	0	1,120	124
Grand Total	280	277	320	270	284	302	283	271	253	0	0	0	2,540	282

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

The City of Texarkana has diverted **2,540 tons** from the landfill, equivalent to...



conserving
543,941 gallons of gasoline



greenhouse gas emissions reduction of
4,834 metric tons of CO2 equivalent



removing the annual emissions from
1,035 cars off the road

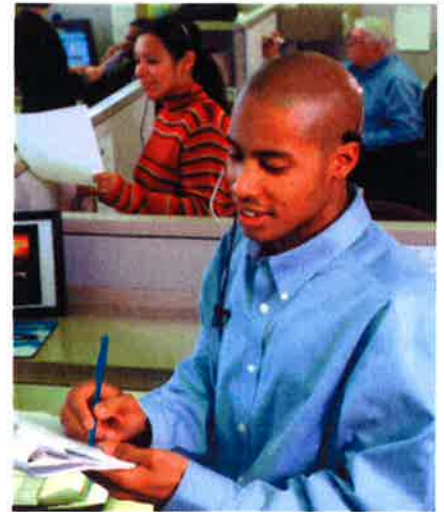
As calculated by the US EPA WARM Model

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	0	0	0	372	41
Container Issues	0	1	1	0	1	1	0	4	0	0	0	0	8	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	0	0	0	15	3
Total	56	36	70	23	37	45	66	19	45	0	0	0	397	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%