



Waste Management Monthly Report to the City of Texarkana, TX

Jarrold Miller
District Manager

Doug Sims
Public Sector Solutions Manager



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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	0	0	0	0	6,795	849
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	0	0	0	0	875	109
Residential Yard Waste	128	116	180	138	117	97	88	107	0	0	0	0	971	121
Total	257	220	289	262	238	200	197	183	0	0	0	0	1,846	231
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	0	0	0	0	8,641	1,080
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%	-	-	-	-	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	0	0	0	0	700	88
Aluminum	3	2	2	2	2	2	2	2	0	0	0	0	18	2
Plastic - Mixed	19	16	16	19	18	15	16	11	0	0	0	0	131	16
Tin	4	3	3	4	4	3	3	2	0	0	0	0	26	3
Total	129	104	109	124	121	103	109	76	0	0	0	0	875	109
Yard Waste	128	116	180	138	117	97	88	107	0	0	0	0	971	121
Grand Total	257	220	289	262	238	200	197	183	0	0	0	0	1,846	231

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

The City of Texarkana has diverted **1,846 tons** from the landfill, equivalent to...



conserving
318,797 gallons of gasoline



greenhouse gas emissions reduction of
2,833 metric tons of CO2 equivalent



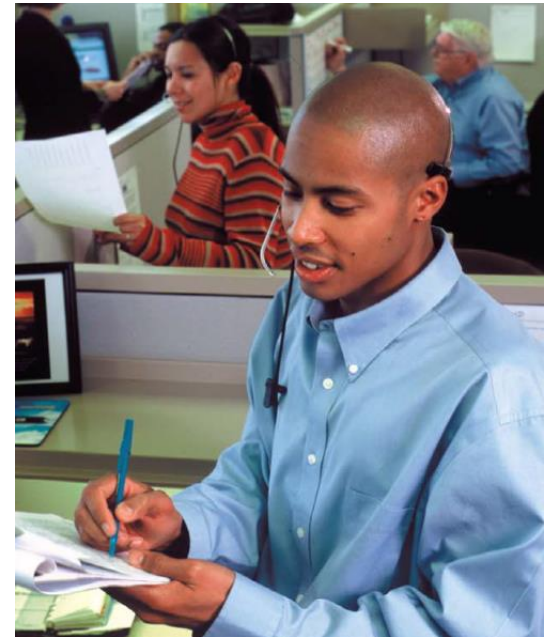
removing the annual emissions from
602 cars off the road

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 10,810 homes in Texarkana over 140,422 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	0	0	0	0	729	91
Container Issues	4	4	6	1	2	2	7	4	0	0	0	0	30	4
Property Damage	1	0	1	3	1	0	1	0	0	0	0	0	7	1
Other	3	1	4	0	2	8	2	2	0	0	0	0	22	3
Total	89	79	84	115	74	143	112	92	0	0	0	0	788	99
Service Success Rate	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	-	-	-	-	99.9%

Waste Management Joins the ‘We Are Still In’ Coalition

Commits to Climate Action and Leadership

Waste Management (NYSE: WM) today joins with more than 3,780 businesses, investors, governmental agencies, universities and faith groups in committing to climate action in support of the landmark Paris Agreement.

As a signatory of the ‘We Are Still In’ coalition, Waste Management pledges to do its part to help offset Greenhouse gas (GHG) emissions and stem the causes of climate change.

“Waste Management’s support of ‘We Are Still In’ aligns with our values and vision for the future,” said Jim Fish, president and chief executive officer of Waste Management. “We’ve set a high bar for ourselves: Over the next 20 years, we intend for our waste solutions and services to result in an overall offset of GHG emissions four times greater than generated by our own operations. The people and planet we serve deserve our best efforts and boldest thinking, so we’ll continue to step up, and be a leader for this important initiative.”

Initiatives the company is taking to reduce its carbon footprint include:

- Producing renewable, low-carbon fuels from waste
- Creating near-zero emissions collection fleet by investing in the cleanest natural gas-fueled trucks available
- Increasing the use of renewable energy
- Expanding the productivity of recycling operations, with an emphasis on increasing the recycling of materials that provide the greatest GHG reduction benefit; and
- Providing climate-related sustainability consulting services to customers who want to improve tracking, reduce their carbon footprints, and/or prepare for potential carbon cap-and-trade or carbon tax scenarios.

“Our commitment marries leadership in climate action with economic value for our customers and shareholders, the true definition of a sustainable business model,” Fish continued.

Waste Management has a long track record of leadership in climate-related disclosure, discipline and innovation, supporting our premise that good environmental practices make good business sense. The CDP (formerly the Climate Disclosure Program), considered the world’s most comprehensive rating of companies leading in environmental action, has named Waste Management to its Climate A list.

Read more about our commitment to the environment in our 2018 Sustainability Report: [WM 2018 Sustainability Report](#).

