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# 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	878	730	927	978	936	960	1,010	0	0	0	0	0	6,419	917
Materials Diverted from Landfill (in tons)														
Service	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Residential Recycling	114	79	106	95	157	148	134	0	0	0	0	0	833	119
Residential Yard Waste	98	81	159	179	157	123	134	0	0	0	0	0	931	133
<b>Total</b>	<b>212</b>	<b>160</b>	<b>265</b>	<b>274</b>	<b>314</b>	<b>271</b>	<b>268</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,764</b>	<b>252</b>
Total Materials Collected (in tons)														
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
<b>Total</b>	<b>1,090</b>	<b>890</b>	<b>1,192</b>	<b>1,252</b>	<b>1,250</b>	<b>1,231</b>	<b>1,278</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8,183</b>	<b>1,169</b>
Diversion Rate														
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Residential Diversion Rate	19%	18%	22%	22%	25%	22%	21%	-	-	-	-	-	22%	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	91	63	85	76	126	118	107	0	0	0	0	0	666	95
Aluminum	2	2	2	2	3	3	3	0	0	0	0	0	17	2
Plastic - Mixed	17	12	16	14	24	22	20	0	0	0	0	0	125	18
Tin	3	2	3	3	5	4	4	0	0	0	0	0	25	4
<b>Total</b>	<b>114</b>	<b>79</b>	<b>106</b>	<b>95</b>	<b>157</b>	<b>148</b>	<b>134</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>833</b>	<b>119</b>
Yard Waste	98	81	159	179	157	123	134	0	0	0	0	0	931	133
<b>Grand Total</b>	<b>212</b>	<b>160</b>	<b>265</b>	<b>274</b>	<b>314</b>	<b>271</b>	<b>268</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,764</b>	<b>252</b>

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

The City of Texarkana has diverted **1,764 tons** from the landfill, equivalent to...



conserving  
**303,253 gallons of gasoline**



greenhouse gas emissions reduction of  
**2,695 metric tons of CO2 equivalent**



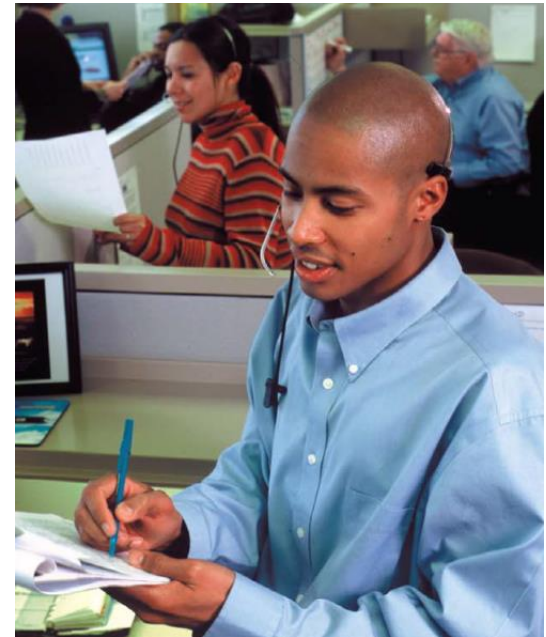
removing the annual emissions from  
**582 cars off the road**

## 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 10,867 homes in Texarkana over 141,162 times a month.

**99.95% Service Success Rate**  
on average for 2020



Customer Service Summary														
Nature of Issue	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Missed Pick-Ups	102	38	34	70	76	79	70	0	0	0	0	0	469	67
Container Issues	4	2	4	6	3	2	1	0	0	0	0	0	22	3
Property Damage	2	0	0	0	0	0	0	0	0	0	0	0	2	2
Other	8	2	1	2	1	2	3	0	0	0	0	0	19	3
<b>Total</b>	<b>116</b>	<b>42</b>	<b>39</b>	<b>78</b>	<b>80</b>	<b>83</b>	<b>74</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>512</b>	<b>73</b>
<b>Service Success Rate</b>	<b>99.9%</b>	<b>99.9%</b>	<b>99.9%</b>	<b>99.9%</b>	<b>99.9%</b>	<b>99.9%</b>	<b>99.9%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>99.9%</b>	<b>99.9%</b>