



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	0	0	0	0	0	0	0	4,150	830
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	121	122	0	0	0	0	0	0	0	672	134
Residential Yard Waste	129	140	160	149	162	0	0	0	0	0	0	0	759	152
Total	280	277	320	270	284	0	0	0	0	0	0	0	1,431	286
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	0	0	0	0	0	0	0	5,581	1,116
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%

What It Means To Think Green

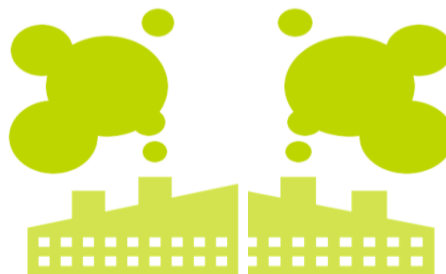
Resources Diverted from Landfill (In Tons) **														
Material	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Newspaper	121	110	128	119	130	0	0	0	0	0	0	0	607	121
Aluminum	3	3	3	3	3	0	0	0	0	0	0	0	15	3
Plastic - Mixed	23	21	24	22	24	0	0	0	0	0	0	0	114	23
Tin	5	4	5	4	5	0	0	0	0	0	0	0	23	5
Total	151	137	160	149	162	0	0	0	0	0	0	0	759	152
Yard Waste	129	140	160	121	122	0	0	0	0	0	0	0	672	134
Grand Total	280	277	320	270	284	0	0	0	0	0	0	0	1,431	286

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

The City of Texarkana has diverted **1,431 tons** from the landfill, equivalent to...



conserving
290,087 gallons of gasoline



greenhouse gas emissions reduction of
2,578 metric tons of CO₂ equivalent



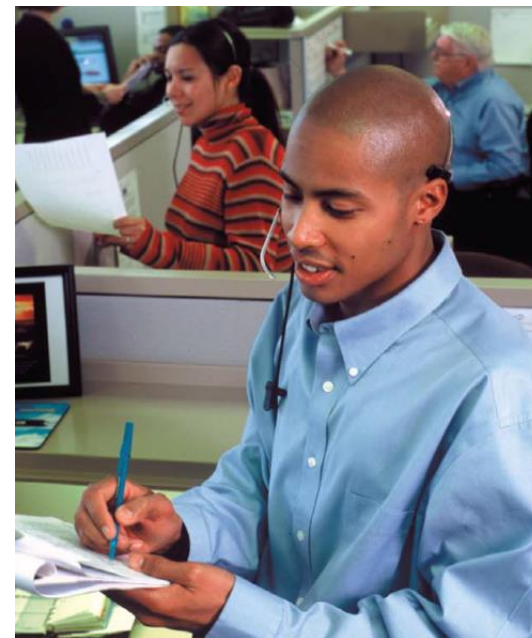
removing the annual emissions from
545 cars off the road

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 10,400 homes in Texarkana over 135,000 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	0	0	0	0	0	0	0	210	42
Container Issues	0	1	1	0	1	0	0	0	0	0	0	0	3	1
Property Damage	0	1	1	0	0	0	0	0	0	0	0	0	2	1
Other	0	2	3	2	0	0	0	0	0	0	0	0	7	2
Total	56	36	70	23	37	0	0	0	0	0	0	0	222	44
Service Success Rate	99.9%	99.9%	99.9%	99.9%	99.9%	-	-	-	-	-	-	-	99.9%	99.9%