



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	744	719	0	8,923	811

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	139	163	0	1,722	157
Residential Yard Waste	129	140	160	121	122	135	108	106	99	133	154	0	1,407	128
Total	280	277	320	270	284	302	283	271	253	272	317	0	3,129	284

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	1,016	1,036	0	12,052	1,096

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%	27%	31%	-	26%	26%

What It Means To Think Green

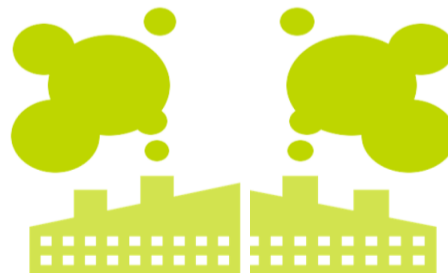
Resources Diverted from Landfill (In Tons) **														
Material	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Newspaper	121	110	128	119	130	134	140	132	123	111	130	0	1,378	125
Aluminum	3	3	3	3	3	3	4	3	3	3	3	0	34	3
Plastic - Mixed	23	21	24	22	24	25	26	25	23	21	24	0	258	23
Tin	5	4	5	4	5	5	5	5	5	4	5	0	52	5
Total	151	137	160	149	162	167	175	165	154	139	163	0	1,722	157
Yard Waste	129	140	160	121	122	135	108	106	99	133	154	0	1,407	128
Grand Total	280	277	320	270	284	302	283	271	253	272	317	0	3,129	284

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

The City of Texarkana has diverted **3,129 tons** from the landfill, equivalent to...



conserving
670,080 gallons of gasoline



greenhouse gas emissions reduction of
5,955 metric tons of CO2 equivalent



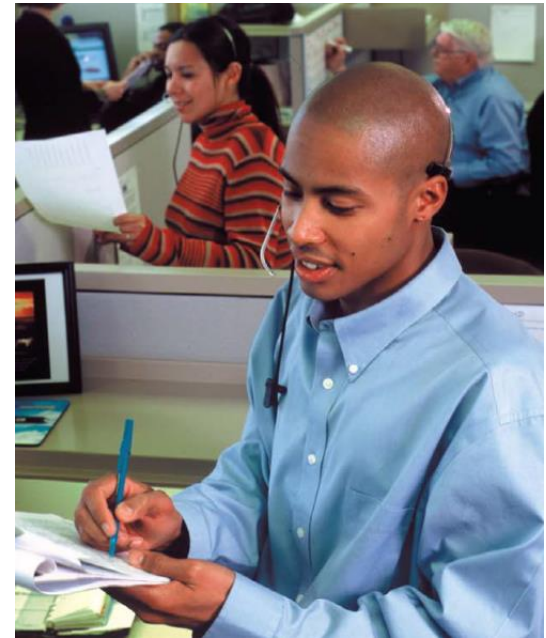
removing the annual emissions from
1,275 cars off the road

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 10,500 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	42	67	0	481	44	
Container Issues	0	1	1	0	1	1	0	4	0	3	2	0	13	2	
Property Damage	0	1	1	0	0	0	0	0	0	0	1	0	3	1	
Other	0	2	3	2	0	2	2	0	4	1	2	0	18	2	
Total	56	36	70	23	37	45	66	19	45	46	72	0	515	47	
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%	99.9%	-	99.9%	99.9%

Waste Management's Jim Fish Named Executive of the Year

By

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Dec. 4, 2017

PROFILE

Jim Fish

CEO, Waste Management

The environment only has a voice because people advocate for it. And who better to advocate for the environment than Waste Management?

Credentials:

Fish earned a B.S. in accounting from Arizona State University and an MBA in finance from the University of Chicago. Since joining WM in 2001, he's held several key positions including many vice president roles and the role of CFO.

Staff:

43,000 employees.

2018 outlook:

Fish is most excited for technology advancements to be executed by the newly-appointed chief digital officer.

When Jim Fish made the decision for Waste Management to donate \$3 million to Hurricane Harvey relief after the storm ripped through Houston in August, he didn't do it with bottom line in mind. He made the call quickly, prioritizing the people of Houston, his employees and his city — all in an act of leadership.

Since coming on as company president and CEO in November 2016 — a move he says was "somewhat unexpected" — Fish has consistently practiced this people-first style of leadership, allowing Waste Management to elevate both in culture and as a business.

TIMELINE

Waste Management's achievements since Jim Fish was named CEO

- **Nov. 2016**

Jim Fish named president and CEO of WM

WM helps launch driver apprenticeship program in California

- **Dec. 2016**

WM begins measuring sustainability through GHG reduction instead of recycling tonnage

WM officially awarded two zones in RecycLA franchise system

- **Feb. 2017 March 2017 April 2017 June 2017 Aug. 2017 Sept. 2017 Oct. 2017**

THE FULL TIMELINE

"It is something that I think a lot about," he said. "Am I making the right strategic decisions, for not only shareholders and customers, but also for 43,000 [employees] who, you know, a lot of them really don't have a voice?" Through this mindset, Fish says he has received feedback from his employees who have recognized a positive cultural shift in the company.

Giving the environment a voice has also been a top priority of Fish in this new role. In Waste Management's 2016 Sustainability Report, released in December, he marked a transition to begin measuring sustainability success through greenhouse gas (GHG) emissions reduction instead of recycling tonnage. "We've perhaps lost sight of the concrete environmental impacts that come from recycling," he wrote. This trend to phase out weight-based metrics became one to watch moving into 2017.

[See more award winners here!](#)

The aforementioned task of providing resources to hurricane victims was one that Fish has also faced multiple times already in his role as CEO. As soon as Hurricane Harvey settled,

Hurricane Irma tore through the Caribbean and Florida, prompting a \$1 million donation from Waste Management. Puerto Rico, which was rattled by Hurricane Maria just a few weeks later, was the beneficiary of Waste Management's company plane, filled with supplies for the victims.

When asked where his sense of generosity stems from in the face of these unfortunate situations, Fish offered a simple answer: his mother.

"My mom was one of the most generous people who never asked and never looked for recognition ... She would go over and lend a helping hand to people [in nursing homes] who she didn't know," he explained. "I didn't know a lot of these folks. I don't know anybody in Puerto Rico. But it was people who desperately needed help."

Of course, Fish is tasked with running a top waste management business — one that, just this year, jumped 20 spots on the Fortune 500 list and was named a World's Most Ethical Company for the 10th time — but his overall method of humble, principled leadership is what landed him as our 2017 Executive of the Year.

LOOKING FORWARD

2018 will be the year of technological advancements for Waste Management. The company recently hired its first chief digital officer, Nikolaj Sjoqvist, who will help lead the company in digital and technology functions, including e-commerce, online-self service, information technology, analytics and data management.

"We're quickly moving toward much more of a customer-focused technology platform," Fish explained. His decision to bring on a CDO was one that was teased for months, and it will likely create a new wave of innovation and tech-driven competition in this industry that has stuck to its traditional ways for so long.

New technology will create a "differentiation of our services from others," said Fish. "You'll see us continue to perform well. We've had a good run at it, and I think you'll continue to see that."

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<https://www.wastedive.com/news/executive-of-the-year-jim-fish-waste-management-ceo/510079/>