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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	884	724	775	851	964	847	904	0	0	0	0	0	5,949	850
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	0	0	0	0	0	799	114
Residential Yard Waste	128	116	180	138	117	97	88	0	0	0	0	0	864	123
<b>Total</b>	<b>257</b>	<b>220</b>	<b>289</b>	<b>262</b>	<b>238</b>	<b>200</b>	<b>197</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,663</b>	<b>238</b>
Total Materials Collected (in tons)														
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
<b>Total</b>	<b>1,141</b>	<b>944</b>	<b>1,064</b>	<b>1,113</b>	<b>1,202</b>	<b>1,047</b>	<b>1,101</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7,612</b>	<b>1,087</b>
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%	-	-	-	-	-	22%	22%

## What It Means To Think Green

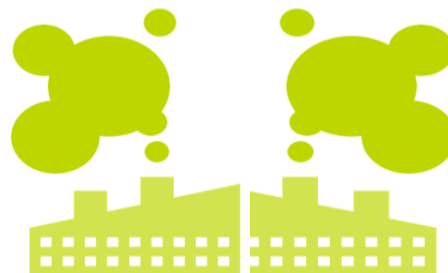
Resources Diverted from Landfill (In Tons) **														
Material	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Newspaper	103	83	87	99	97	82	87	0	0	0	0	0	639	91
Aluminum	3	2	2	2	2	2	2	0	0	0	0	0	16	2
Plastic - Mixed	19	16	16	19	18	15	16	0	0	0	0	0	120	17
Tin	4	3	3	4	4	3	3	0	0	0	0	0	24	3
<b>Total</b>	<b>129</b>	<b>104</b>	<b>109</b>	<b>124</b>	<b>121</b>	<b>103</b>	<b>109</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>799</b>	<b>114</b>
Yard Waste	128	116	180	138	117	97	88	0	0	0	0	0	864	123
<b>Grand Total</b>	<b>257</b>	<b>220</b>	<b>289</b>	<b>262</b>	<b>238</b>	<b>200</b>	<b>197</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,663</b>	<b>238</b>

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

The City of Texarkana has diverted 1,663 tons from the landfill, equivalent to...



conserving  
290,761 gallons of gasoline



greenhouse gas emissions reduction of  
2,584 metric tons of CO2 equivalent



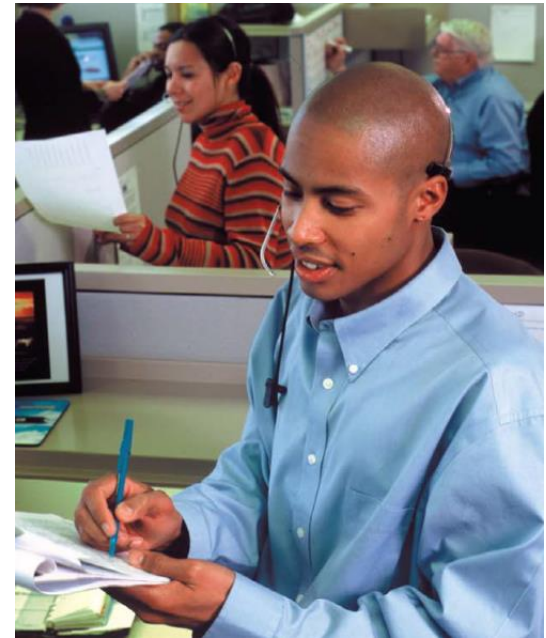
removing the annual emissions from  
549 cars off the road

## 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 10,796 homes in Texarkana over 140,240 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	0	0	0	0	0	643	92
Container Issues	4	4	6	1	2	2	7	0	0	0	0	0	26	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	0	0	0	0	0	20	3
<b>Total</b>	<b>89</b>	<b>79</b>	<b>84</b>	<b>115</b>	<b>74</b>	<b>143</b>	<b>112</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>696</b>	<b>99</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>99.9%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>99.9%</b>	<b>99.9%</b>

# FREE YOUR RECYCLABLES.



Recycling News Bulletin Volume VIII

## It's Simple - No Plastic Bags.

Waste Management wants to help your business reduce recycling contamination. An impactful, straightforward solution to eliminate one of the biggest contaminants is ensuring there are no plastic bags and bagged recyclables in your recycling.

Looking to go bag-free at home? It's just as easy - visit our [Get Started](#) page to learn how to set up your household for recycling success.

*When recycling clean and dry bottles, cans, paper and cardboard, there's no need for a plastic bag.*

## Why Are Plastic Bags So Problematic?

Plastic bags become wrapped around sorting equipment, requiring all machinery to be shut down. Workers must climb into the machinery to cut plastic bags out of gears and screens. This delays the sorting of recyclables to end markets to make new products.

## It's Easier than You Think to Recycle Without Using Plastic Bags

- Work with your janitorial staff to develop processes to collect recyclables without using plastic bags or liners.
- Engage your employees and let them know *why* you're eliminating plastic bags - remind them that all recyclables should be clean and dry so there's no need for plastic bags.
- Make sure all containers are properly labeled - acceptable materials typically include bottles, cans, paper and cardboard. Visit [Resources for Business](#) on [Recycle Often. Recycle Right.](#) to download bin labels.
- Visit the [No Plastic Bags Resources](#) page on [Recycle Often. Recycle Right.](#) Scroll down to download several tools and resources to help your business and employees recycle right every day.

## Going Bag-Free Just Makes Sense!

- ✓ It's the right thing for the environment.
- ✓ If you are recycling right and your recyclables are clean and dry, there's no need to use a plastic bag as a liner.
- ✓ It reduces your costs – no more money spent on plastic bags or liners.
- ✓ It's faster and more efficient for your janitorial team – no more time spent replacing bags or liners each day.
- ✓ It will help your business reduce recycling contamination.

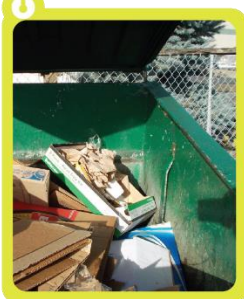
Place clean, dry materials in recycling container.



Consolidate smaller recycling containers into a larger, liner-free container.



Dump recyclables loose into your outdoor collection bin.



Double check recycling bin to make sure it's free from contaminants; no plastic bags or liners and all recyclables are loose in the bin.



For more tools and resources to help you recycle right, visit [RecycleOftenRecycleRight.com](http://RecycleOftenRecycleRight.com)

