



Waste Management Monthly Report to the City of Texarkana, TX

Jarrold Miller
District Manager

Doug Sims
Public Sector Solutions Manager



Table of Contents



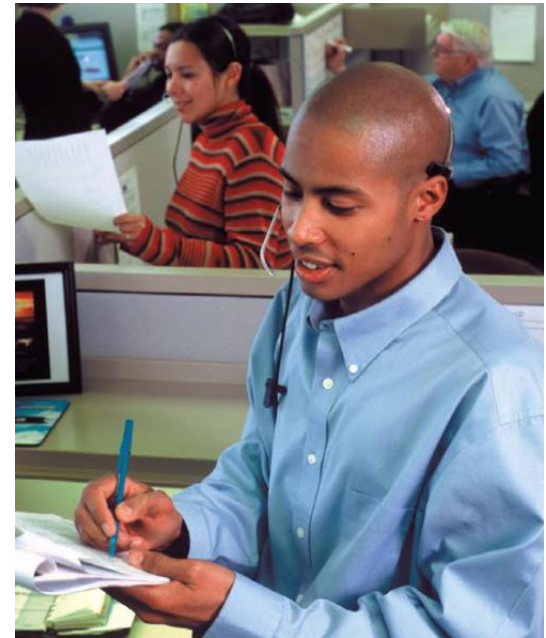
Collection Services.....	3
What It Means To Think Green.....	4
Customer Service Summary.....	5

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	86	0	0	0	0	555	69
Container Issues	4	2	4	6	3	2	1	5	0	0	0	0	27	3
Property Damage	2	0	0	0	0	0	0	1	0	0	0	0	3	2
Other	8	2	1	2	1	2	3	0	0	0	0	0	19	3
Total	116	42	39	78	80	83	74	92	0	0	0	0	604	76
Service Success Rate	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	-	-	-	-	99.9%