



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	897	986	944	909	0	10,155	923
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	127	54	0	0	0	1,014	113
Residential Yard Waste	98	81	159	179	157	123	134	111	84	99	116	0	1,341	122
Total	212	160	265	274	314	271	268	238	138	99	116	0	2,355	214
Total Materials Collected (in tons)														
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Total	1,090	890	1,192	1,252	1,250	1,231	1,278	1,135	1,124	1,043	1,025	0	12,510	1,137
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%	21%	12%	9%	11%	-	19%	19%

What It Means To Think Green

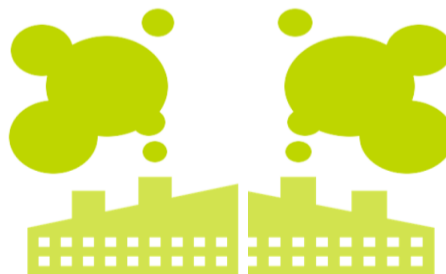
Resources Diverted from Landfill (In Tons) **														
Material	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Newspaper	91	63	85	76	126	118	107	102	43	0	0	0	811	90
Aluminum	2	2	2	2	3	3	3	3	1	0	0	0	20	2
Plastic - Mixed	17	12	16	14	24	22	20	19	8	0	0	0	152	17
Tin	3	2	3	3	5	4	4	4	2	0	0	0	30	3
Total	114	79	106	95	157	148	134	127	54	0	0	0	1,014	113
Yard Waste	98	81	159	179	157	123	134	111	84	99	116	0	1,341	122
Grand Total	212	160	265	274	314	271	268	238	138	99	116	0	2,355	214

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

The City of Texarkana has diverted **2,355 tons** from the landfill, equivalent to...



conserving
368,469 gallons of gasoline



greenhouse gas emissions reduction of
3,275 metric tons of CO2 equivalent



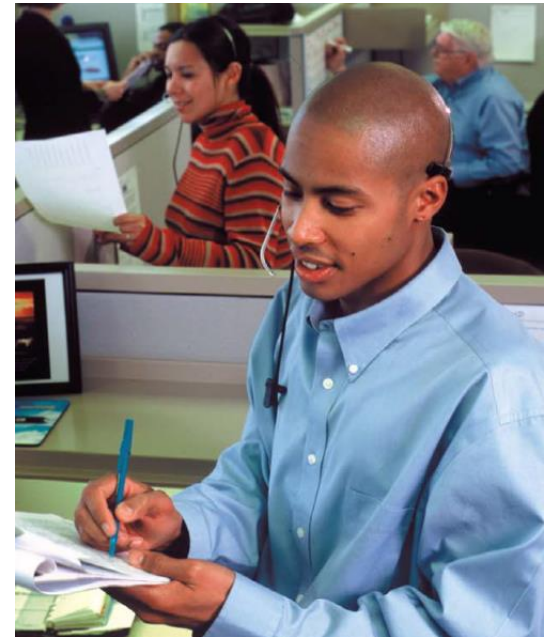
removing the annual emissions from
707 cars off the road

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	86	77	53	59	0	744	68	
Container Issues	4	2	4	6	3	2	1	5	4	2	1	0	34	3	
Property Damage	2	0	0	0	0	0	0	1	0	0	1	0	4	1	
Other	8	2	1	2	1	2	3	0	3	2	1	0	25	3	
Total	116	42	39	78	80	83	74	92	84	57	62	0	807	73	
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%



Reduce, Reuse, Rejoice

The year may be winding down, but 'tis the season when waste tends to collect. For a clean green holiday, entertain these tips while you toast to a better tomorrow.



Here are some helpful tips to reduce holiday waste:

Reuse or Recycle Cardboard Boxes

Collapse boxes and place them in the recycle bin. An empty box can become a fun toy for kids (a cardboard playhouse, castle or TV).

Reduce Electronic Waste

If you're giving gifts powered by batteries, consider buying rechargeable instead of single-use.

Plan and Prep

Buy only what you need to avoid wasting food. Consider composting food scraps.

Rinse and Recycle Glass Bottles

After toasting for the new year, place empty glass bottles in the recycle bin or give them a new life by making crafts like candle holders.

With just a few small changes, we can all enjoy a happy and low-waste holiday season.