



# City of Texarkana

Monthly Report

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# Collection Services

Residential, Commercial, Industrial and Recycling

As Texarkana's preferred environmental services partner, Waste Management provides Waste and Recycling collection for Residential, Commercial and Industrial customers in the City of Texarkana.

Waste Management provides curbside waste, recycling, bulk and green waste collection to **10,937** homes each week. Our various residential services performed by our collection team delivers **142,072** personal touches each month to the City of Texarkana residents.



# Collection Services Report

The following report includes information on the number of residential customers in the **Texarkana** and the tons of material collected for residential trash, recycling and green waste.

	Number of Households												TOTAL	AVG
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC		
Residential Households	10,926	10,903	10,924	10,905	10,920	10,952	10,937	0	0	0	0	0	76,467	10,924
	Materials Collected (in Tons)												TOTAL	AVG
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC		
Residential Recycling	76	45	64	58	56	71	41	0	0	0	0	0	411	59
Residential Green Waste	87	50	92	84	71	50	44	0	0	0	0	0	478	68
Residential Trash	875	743	847	767	849	787	635	0	0	0	0	0	5,503	786
Total Materials Collected	1,038	838	1,003	909	976	908	720	0	0	0	0	0	6,392	913
Diversion Rate	7%	5%	6%	6%	6%	8%	6%	-	-	-	-	-	6%	6%



# Customer Service

We're dedicated to providing best-in-class service and making your life a little easier. We know our Customers will have questions and requests from time to time. Our State-of-the-Art Customer Service Team and Dedicated Public Sector Digital Care Desk are ready to assist residents and businesses of your city.

**WE DON'T JUST MANAGE  
WASTE WE PROVIDE  
SOLUTIONS**



# Customer Service Summary Report

Waste Management provides service **three times** a week to approximately 10,937 homes in the City of Texarkana. That is approximately **1,704,864 service opportunities** per year.

Customer Service Summary														
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Reported Misses	110	104	130	136	130	232	173	0	0	0	0	0	1,015	145
Container Issue	0	0	0	1	1	6	2	0	0	0	0	0	10	3
Property Damage	0	1	0	1	0	1	0	0	0	0	0	0	3	1
Other	1	2	7	4	1	1	4	0	0	0	0	0	20	3
Total Issues	111	107	137	142	132	240	179	0	0	0	0	0	1,048	150
Total Services	141,929	141,630	141,903	141,656	141,851	142,266	142,072	0	0	0	0	0	993,306	141,901
Service Success	99.92%	99.92%	99.90%	99.90%	99.91%	99.83%	99.87%	-	-	-	-	-	99.89%	99.89%

\*Detailed customer service report available upon request.



# Waste Management Green Facts

- WM recycles over 15 million tons of material each year
- WM services 5.5 million recycling customers daily
- 90% of plastics generated in the U.S. each year winds up in landfills or incinerators

## Three Rules to Recycle Right:

- Recycle clean bottles, cans, paper and cardboard
- Keep food and liquid out of your recycling
- No loose plastic bags and no bagged recyclables

Learn more at [www.wm.com/recyclerright](http://www.wm.com/recyclerright)



Thank you

