



City of Texarkana

Quarterly

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 **10,766** homes each week. Our various residential services performed by our collection team delivers **150,616** 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	10,737	10,714	10,713	10,737	10,725	10,741	10,716	10,737	10,998	11,040	10,759	10,766	135,750	11,313
	Materials Collected (in Tons)												TOTAL	AVG
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC		
Residential Recycling	63	37	45	37	41	43	40	47	42	31	30	45	501	42
Residential Green Waste	47	45	66	81	149	59	60	51	42	27	34	75	736	61
Residential Trash	769	688	759	856	843	816	801	745	749	735	591	668	8,660	722
Total Materials Collected	879	770	870	974	1,033	918	901	843	833	793	655	788	10,257	855
Diversion Rate	7%	5%	5%	4%	4%	5%	4%	6%	5%	4%	5%	6%	5%	5%



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 10,766 homes in the City of Texarkana. That is approximately **1,807,392 service opportunities** per year.

Customer Service Summary														
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Reported Misses	116	125	102	135	135	105	148	138	52	41	48	69	1,211	101
Container Issue	0	3	0	1	1	2	3	2	2	0	1	1	16	2
Property Damage	0	0	0	1	1	0	0	0	0	2	0	0	4	1
Other	12	17	4	10	10	8	14	2	2	6	3	10	98	8
Total Issues	128	145	106	147	147	115	165	142	56	49	52	80	1,217	101
Total Services	150,211	149,889	149,875	150,211	150,043	150,267	149,917	150,211	153,802	154,450	150,518	150,616	1,810,010	150,834
Service Success	99.91%	99.90%	99.93%	99.90%	99.90%	99.90%	99.98%	99.90%	99.96%	99.97%	99.96%	99.95%	99.93%	99.93%

*Detailed customer service report available upon request.



Community Involvement



WM was proud to support the Findley Park Neighborhood Clean up event as well as the Keep Texarkana Beautiful event in Septmeber 2025.



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



Thank you

WM
WASTE MANAGEMENT

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