



City of Texarkana

Monthly Report

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Table of Contents

Collection Services.....	4
Customer Service Summary.....	6



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 **10,905** homes each week. Our various residential services performed by our collection team delivers **141,656** 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	0	0	0	0	0	0	0	0	43,658	10,915
	Materials Collected (in Tons)												TOTAL	AVG
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC		
Residential Recycling	76	45	64	58	0	0	0	0	0	0	0	0	243	61
Residential Green Waste	87	50	92	84	0	0	0	0	0	0	0	0	313	78
Residential Trash	875	743	847	767	0	0	0	0	0	0	0	0	3,232	808
Total Materials Collected	1,038	838	1,003	909	0	0	0	0	0	0	0	0	3,788	947
Diversion Rate	7%	5%	6%	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 10,905 homes in the City of Texarkana. That is approximately **1,699,872 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	0	0	0	0	0	0	0	0	480	120
Container Issue	0	0	0	1	0	0	0	0	0	0	0	0	1	1
Property Damage	0	1	0	1	0	0	0	0	0	0	0	0	2	1
Other	1	2	7	4	0	0	0	0	0	0	0	0	14	4
Total Issues	111	107	137	142	0	0	0	0	0	0	0	0	497	124
Total Services	141,929	141,630	141,903	141,656	0	0	0	0	0	0	0	0	567,117	141,779
Service Success	99.92%	99.92%	99.90%	99.90%	-	-	-	-	-	-	-	-	99.91%	99.91%

*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



Thank you

WM
WASTE MANAGEMENT

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