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# Waste Management Report to the City of La Marque

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April 2019

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## Collection Services



Waste Management is proud to be the chosen service provider for the City of La Marque’s waste and recycling needs. Currently, WM provides residential, commercial, and roll off trash and recycling services for the City of La Marque.

The following report includes information on the number of residential and commercial customers in the City of La Marque, as well as the tons of material collected for residential, commercial, and roll off services.

Number of Households and Businesses														
Unit Type	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL	AVG
Residential Households	5,916	5,916	5,730	5,761	5,761	5,754	5,754	0	0	0	0	0	40,592	5,799
Commercial Businesses	431	430	429	430	428	429	430	0	0	0	0	0	3,007	430
Materials Collected (in Tons)														
Material Stream	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL	AVG
Recycling	70	42	34	47	41	46	61	0	0	0	0	0	341	49
Bulk	141	188	171	165	144	193	175	0	0	0	0	0	1,177	168
Trash	1,201	1,130	1,074	1,211	1,011	1,147	1,336	0	0	0	0	0	8,110	1,159
Total Materials Collected	1,412	1,360	1,279	1,423	1,196	1,386	1,572	0	0	0	0	0	9,628	1,375

# What It Means To Think Green

Tons of Resources Diverted From the Landfill by Material \*\*

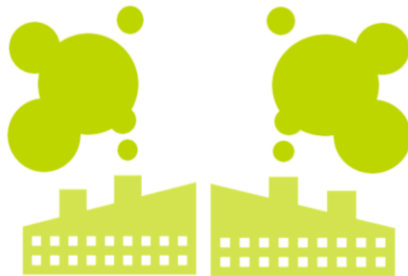
Material	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL	AVG
Newspaper	41	24	20	27	24	27	35	0	0	0	0	0	198	28
Aluminum	1	0	0	0	0	0	1	0	0	0	0	0	3	0
Glass - Mixed	20	12	10	14	12	13	18	0	0	0	0	0	99	14
Plastic - Mixed	7	4	3	5	4	5	6	0	0	0	0	0	34	5
Tin	1	1	1	1	1	1	1	0	0	0	0	0	7	1
<b>Recyclables Total</b>	<b>70</b>	<b>42</b>	<b>34</b>	<b>47</b>	<b>41</b>	<b>46</b>	<b>61</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>341</b>	<b>49</b>

\*\*Breakdown of material based on aggregate data from Materials Recovery Facility

La Marque residents have diverted **341 tons** from the landfill since October 2018, equivalent to...



conserving  
**91,935 gallons of gasoline**



greenhouse gas emissions reduction of  
**817 metric tons of CO2 equivalent**



growing  
**13,510 tree seedlings for 10 years**

# HHW, E-Waste & Special Collections



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Waste Management’s **At Your Door** program makes the responsible disposal of household hazardous waste, electronic, and other special materials safe, simple, and convenient for all La Marque residents. The addition of the **At Your Door** program not only provides La Marque residents with a vital service, but also improves **sustainability and diversion**. This program helps reduce illegal dumping, as well as eases

groundwater and soil contamination, and increases neighborhood aesthetics. In addition, a majority of the material collected can be recycled.

The below chart summarizes **At Your Door** services in the City of La Marque.

Pounds of Home Generated Special Materials Collected														
Material	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL	AVG
Total Pounds Collected	928	143	481	364	206	408	390	0	0	0	0	0	3,007	430



**Over 1.46 Tons of HHW** collected since October 2018

## Customer Service Summary

Here at Waste Management, we make it one of our top priorities to know our customer and how to **service them better** than anyone else in the industry. Our highly qualified team helps make it easy for our customers to get the **most value** out of their waste and recycling services. Our personnel and resources are dedicated to being **dependable and professional**. Overall, WM aims to make environmental services one less thing that our municipal partners need to worry about.

Waste Management has provided weekly service to approximately **5,754 homes** in the City of La Marque. That is **615,172 service opportunities** since October 2018.

Customer Service Summary														
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL	AVG
Missed Pick Up	19	27	20	18	14	16	7	0	0	0	0	0	121	17
Container Issue	0	0	0	0	0	2	2	0	0	0	0	0	4	2
Property Damage	0	0	1	0	1	0	0	0	0	0	0	0	2	1
Other	0	1	1	1	0	2	0	0	0	0	0	0	5	1
<b>Total</b>	<b>19</b>	<b>28</b>	<b>22</b>	<b>19</b>	<b>15</b>	<b>20</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>132</b>	<b>19</b>
Service Success Rate	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	-	-	-	-	-	99.9%	99.9%

**99.98% Average Service Success Rate**