



Waste Management Report to the City of La Marque

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Shanna Lopez
Public Sector Solutions Manager

Patrick Crehan
District Manager



Table of Contents



Collection Services.....	3
What It Means To Think Green.....	4
HHW, E-Waste & Special Collections.....	5
Customer Service Summary.....	6
Detailed Customer Service Report.....	7
Commercial Activity Report.....	9

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	5,947	5,999	0	0	0	0	0	0	0	0	0	0	11,946	5,973
Commercial Businesses	437	435	0	0	0	0	0	0	0	0	0	0	872	436
Materials Collected (in Tons)														
Material Stream	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL	AVG
Recycling	43	38	0	0	0	0	0	0	0	0	0	0	81	41
Bulk	160	173	0	0	0	0	0	0	0	0	0	0	333	167
Trash	1,260	1,114	0	0	0	0	0	0	0	0	0	0	2,374	1,187
Total Materials Collected	1,463	1,325	0	0	0	0	0	0	0	0	0	0	2,788	1,394

What It Means To Think Green

Tons of Resources Diverted From the Landfill by Material **

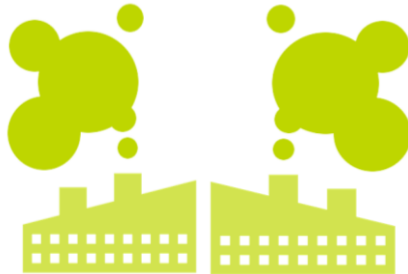
Material	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL	AVG
Newspaper	25	22	0	0	0	0	0	0	0	0	0	0	47	23
Aluminum	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Glass - Mixed	12	11	0	0	0	0	0	0	0	0	0	0	23	12
Plastic - Mixed	4	4	0	0	0	0	0	0	0	0	0	0	8	4
Tin	1	1	0	0	0	0	0	0	0	0	0	0	2	1
Recyclables Total	43	38	0	0	0	0	0	0	0	0	0	0	81	41

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

La Marque residents have diverted **81 tons** from the landfill since October 2019, equivalent to...



conserving
22,164 gallons of gasoline



greenhouse gas emissions reduction of
197 metric tons of CO2 equivalent



growing
3,257 tree seedlings for 10 years

HHW, E-Waste & Special Collections



5

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	210	579	0	0	0	0	0	0	0	0	0	0	789	395



Over 0.39 Tons of HHW collected since October 2019

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 **5,999 homes** in the City of La Marque. That is **181,042 service opportunities** since October 2019.

Customer Service Summary														
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL	AVG
Missed Pick Up	23	14	0	0	0	0	0	0	0	0	0	0	37	19
Container Issue	1	0	0	0	0	0	0	0	0	0	0	0	1	1
Property Damage	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	1	0	0	0	0	0	0	0	0	0	0	0	1	1
Total	25	14	0	0	0	0	0	0	0	0	0	0	39	20
Service Success Rate	99.9%	99.9%	-	-	-	-	-	-	-	-	-	-	99.9%	99.9%

99.98% Average Service Success Rate