



Waste Management Report to the City of La Marque

June 2020

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.....	12

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	5,972	5,988	6,007	5,965	6,382	6,395	6,435	0	0	0	55,090	6,121
Commercial Businesses	437	435	435	409	414	418	417	417	416	0	0	0	3,798	422
Materials Collected (in Tons)														
Material Stream	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL	AVG
Recycling	43	38	40	24	51	34	31	28	44	0	0	0	333	37
Bulk	160	173	191	168	172	287	214	162	228	0	0	0	1,755	195
Trash	1,260	1,114	1,182	1,343	1,063	1,220	1,093	1,135	1,333	0	0	0	10,743	1,194
Total Materials Collected	1,463	1,325	1,413	1,535	1,286	1,541	1,338	1,325	1,605	0	0	0	12,831	1,426

What It Means To Think Green

Tons of Resources Diverted From the Landfill by Material **

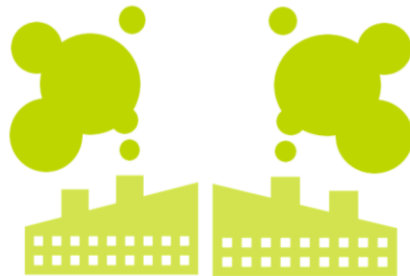
Material	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL	AVG
Newspaper	25	22	23	14	30	20	18	16	26	0	0	0	193	21
Aluminum	0	0	0	0	1	0	0	0	0	0	0	0	3	0
Glass - Mixed	12	11	12	7	15	10	9	8	13	0	0	0	97	11
Plastic - Mixed	4	4	4	2	5	3	3	3	4	0	0	0	33	4
Tin	1	1	1	0	1	1	1	1	1	0	0	0	7	1
Recyclables Total	43	38	40	24	51	34	31	28	44	0	0	0	333	37

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

La Marque residents have diverted **333 tons** from the landfill since October 2019, equivalent to...



conserving
89,729 gallons of gasoline



greenhouse gas emissions reduction of
797 metric tons of CO2 equivalent



growing
13,186 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	197	604	0	107	0	57	432	0	0	0	2,187	312



Over 1.09 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 **6,435 homes** in the City of La Marque. That is **834,889 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	13	18	17	27	24	27	41	0	0	0	204	23
Container Issue	1	0	0	0	1	0	0	0	1	0	0	0	3	1
Property Damage	0	0	0	0	0	0	0	1	0	0	0	0	1	1
Other	1	0	0	2	1	0	0	1	1	0	0	0	6	1
Total	25	14	13	20	19	27	24	29	43	0	0	0	214	24
Service Success Rate	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	-	-	-	99.9%	99.9%

99.97% Average Service Success Rate