



---

# Waste Management Report to the City of La Marque

---

June 2019

---

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.....	10

## 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	5,862	5,890	0	0	0	52,344	5,816
Commercial Businesses	431	430	429	430	428	429	430	431	434	0	0	0	3,872	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	65	39	0	0	0	445	49
Bulk	141	188	171	165	144	193	175	189	144	0	0	0	1,510	168
Trash	1,201	1,130	1,074	1,211	1,011	1,147	1,336	1,305	1,122	0	0	0	10,537	1,171
Total Materials Collected	1,412	1,360	1,279	1,423	1,196	1,386	1,572	1,559	1,305	0	0	0	12,492	1,388

# What It Means To Think Green

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

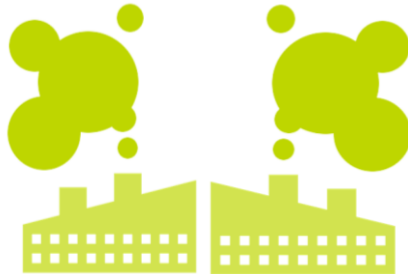
Material	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL	AVG
Newspaper	41	24	20	27	24	27	35	38	23	0	0	0	258	29
Aluminum	1	0	0	0	0	0	1	1	0	0	0	0	4	0
Glass - Mixed	20	12	10	14	12	13	18	19	11	0	0	0	129	14
Plastic - Mixed	7	4	3	5	4	5	6	7	4	0	0	0	45	5
Tin	1	1	1	1	1	1	1	1	1	0	0	0	9	1
Recyclables Total	70	42	34	47	41	46	61	65	39	0	0	0	445	49

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

La Marque residents have diverted 445 tons from the landfill since October 2018, equivalent to...



conserving  
119,945 gallons of gasoline



greenhouse gas emissions reduction of  
1,066 metric tons of CO2 equivalent



growing  
17,626 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	928	143	481	364	206	408	390	119	21	0	0	0	3,061	340



**Over 1.53 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 **5,890 homes** in the City of La Marque. That is **793,273 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	23	17	0	0	0	161	18
Container Issue	0	0	0	0	0	2	2	1	0	0	0	0	5	2
Property Damage	0	0	1	0	1	0	0	0	1	0	0	0	3	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>24</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>174</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%	-	-	-	99.9%	99.9%

**99.98% Average Service Success Rate**