



Waste Management Report to the City of La Marque

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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 | 6,506 | 6,516 | 6,557 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 19,579 | 6,526 |
| Commercial Businesses | 417 | 420 | 417 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1,254 | 418 |
| Materials Collected (in Tons) | | | | | | | | | | | | | | |
| Material Stream | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | TOTAL | AVG |
| Recycling | 40 | 17 | 30 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 87 | 29 |
| Bulk | 175 | 149 | 147 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 471 | 157 |
| Trash | 1,124 | 1,054 | 1,180 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3,358 | 1,119 |
| Total Materials Collected | 1,339 | 1,220 | 1,357 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3,916 | 1,305 |

What It Means To Think Green

Tons of Resources Diverted From the Landfill by Material **

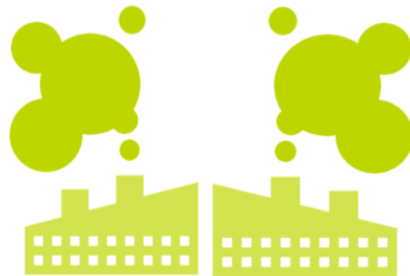
| Material | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | TOTAL | AVG |
|-------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|-----|
| Newspaper | 23 | 10 | 17 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 50 | 17 |
| Aluminum | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| Glass - Mixed | 12 | 5 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 25 | 8 |
| Plastic - Mixed | 4 | 2 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 3 |
| Tin | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 |
| Recyclables Total | 40 | 17 | 30 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 87 | 29 |

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

La Marque residents have diverted **87 tons** from the landfill since October 2020, equivalent to...



conserving
23,561 gallons of gasoline



greenhouse gas emissions reduction of
209 metric tons of CO2 equivalent



growing
3,462 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 | 253 | 77 | 354 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 684 | 228 |



Over 0.34 Tons of HHW collected since October 2020

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 **6,557 homes** in the City of La Marque. That is **296,720 service opportunities** since October 2020.

| Customer Service Summary | | | | | | | | | | | | | | |
|--------------------------|-----------|-----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|-----------|
| | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | TOTAL | AVG |
| Missed Pick Up | 18 | 16 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 44 | 15 |
| Container Issue | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Property Damage | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 2 |
| Total | 21 | 17 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 48 | 16 |
| Service Success Rate | 99.9% | 99.9% | 99.9% | - | - | - | - | - | - | - | - | - | 99.9% | 99.9% |

99.98% Average Service Success Rate