



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	5,947	5,999	5,972	5,988	6,007	5,965	6,382	6,395	6,435	6,449	6,488	0	68,027	6,184
Commercial Businesses	437	435	435	409	414	418	417	417	416	418	419	0	4,635	421
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	56	45	0	434	39
Bulk	160	173	191	168	172	287	214	162	228	178	152	0	2,085	190
Trash	1,260	1,114	1,182	1,343	1,063	1,220	1,093	1,135	1,333	1,236	1,062	0	13,041	1,186
Total Materials Collected	1,463	1,325	1,413	1,535	1,286	1,541	1,338	1,325	1,605	1,470	1,259	0	15,560	1,415

What It Means To Think Green

Tons of Resources Diverted From the Landfill by Material **

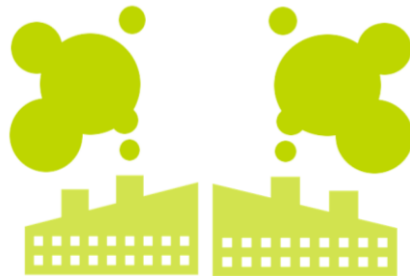
Material	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL	AVG
Newspaper	25	22	23	14	30	20	18	16	26	32	26	0	252	23
Aluminum	0	0	0	0	1	0	0	0	0	1	0	0	4	0
Glass - Mixed	12	11	12	7	15	10	9	8	13	16	13	0	126	11
Plastic - Mixed	4	4	4	2	5	3	3	3	4	6	5	0	43	4
Tin	1	1	1	0	1	1	1	1	1	1	1	0	9	1
Recyclables Total	43	38	40	24	51	34	31	28	44	56	45	0	434	39

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

La Marque residents have diverted **434 tons** from the landfill since October 2019, equivalent to...



conserving
117,182 gallons of gasoline



greenhouse gas emissions reduction of
1,041 metric tons of CO2 equivalent



growing
17,220 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	210	579	197	604	0	107	0	57	432	819	442	0	3,448	383



Over 1.72 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 **6,488 homes** in the City of La Marque. That is **1,030,949 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	29	20	0	253	23
Container Issue	1	0	0	0	1	0	0	0	1	0	1	0	4	1
Property Damage	0	0	0	0	0	0	0	1	0	1	0	0	2	1
Other	1	0	0	2	1	0	0	1	1	2	2	0	10	1
Total	25	14	13	20	19	27	24	29	43	32	23	0	269	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%	-	99.9%	99.9%

99.97% Average Service Success Rate