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# Waste Management Monthly Report to the City of Cedar Hill

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September 2013

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Steve Kellar  
Public Sector Solutions Manager

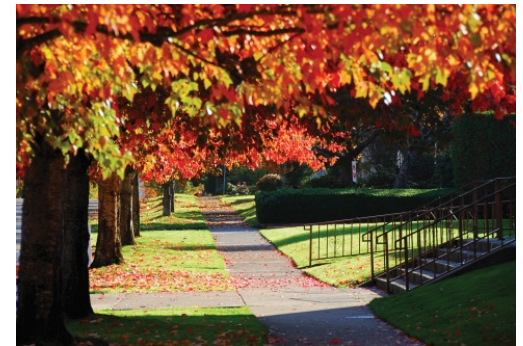
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Ryan Frazier  
District Manager

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## Collection Services

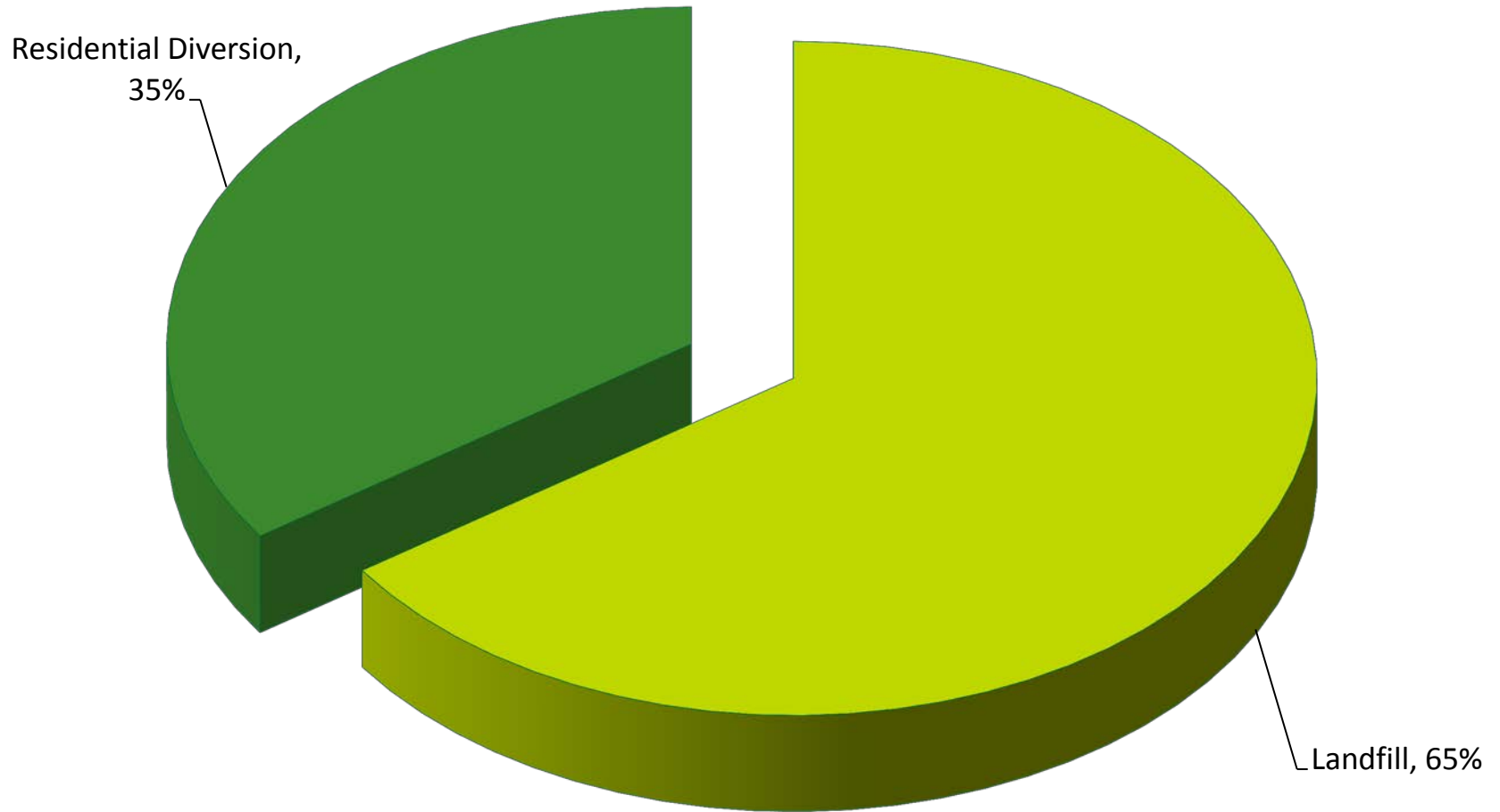
Since 2006, Waste Management has provided services to the City of Cedar Hill for its trash and recycling needs. In January of 2012, the City embarked on a path of sustainability with Waste Management. We look forward to continuing to work with the City to meet its goals.



In the tables below, residential materials collected by Waste Management are separated by service type and measured in tons collected per month.

Tons of Residential Trash Materials Collected														
Service	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL	AVG
Total Trash	891	924	830	899	681	849	973	931	1,008	1,116	1,016	935	11,053	921
Tons of Residential Recycling and Brush Materials Collected														
Service	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL	AVG
Recycling	328	321	543	461	366	428	549	443	286	285	310	266	4,586	382
Brush	180	165	90	89	103	99	115	88	207	91	43	3	1,273	106
Total	508	486	633	550	469	527	663	531	493	376	353	269	5,859	488
Total Tons of Residential Materials Collected														
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL	AVG
Total	1,399	1,410	1,463	1,449	1,150	1,377	1,636	1,463	1,501	1,492	1,369	1,203	16,911	1,409
Residential Diversion Rates														
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL	AVG
Total Residential Diversion	36%	34%	43%	38%	41%	38%	40%	36%	33%	25%	26%	22%	35%	38%

## 2013 Total Residential Diversion Rate



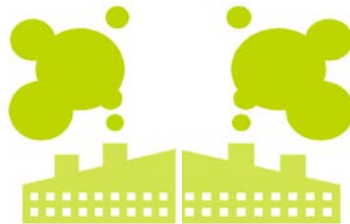
# What It Means To Think Green

Tons of Resources Diverted From the Landfill **														
Material	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL	AVG
Newspaper	108	106	179	152	121	141	181	146	94	94	102	88	1,513	126
Aluminum	23	22	38	32	26	30	38	31	20	20	22	19	321	27
Glass - Mixed	115	112	190	161	128	150	192	155	100	100	109	93	1,605	134
Plastic - Mixed	62	61	103	88	70	81	104	84	54	54	59	51	871	73
Tin	20	19	33	28	22	26	33	27	17	17	19	16	275	23
Recycling Total	328	321	543	461	366	428	549	443	286	285	310	266	4,586	382
Brush	180	165	90	89	103	99	115	88	207	91	43	3	1,273	106
Total Diversion	508	486	633	550	469	527	663	531	493	376	353	269	5,859	488
**Based on aggregate data from Materials Recovery Facility														

The City of Cedar Hill residents have diverted **5,590 tons** from the landfill this contract year, the equivalent of...



removing the annual emissions from  
**2,070 cars off the road**



greenhouse gas emissions reduction of  
**9,934 metric tons of CO2 equivalent**



Carbon sequestered by growing  
**254,718 tree seedlings**  
for 10 years

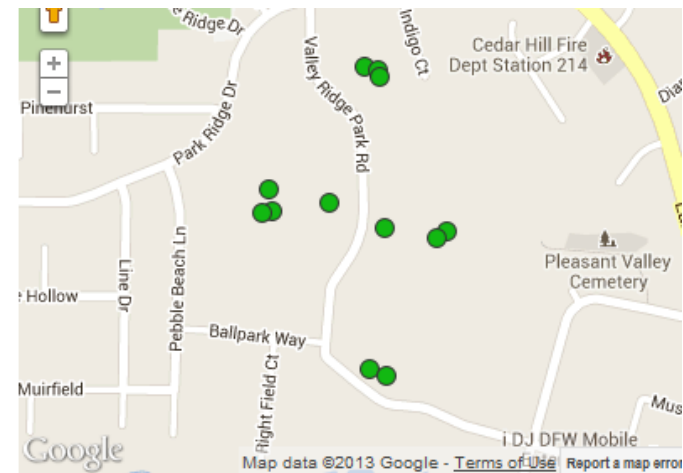
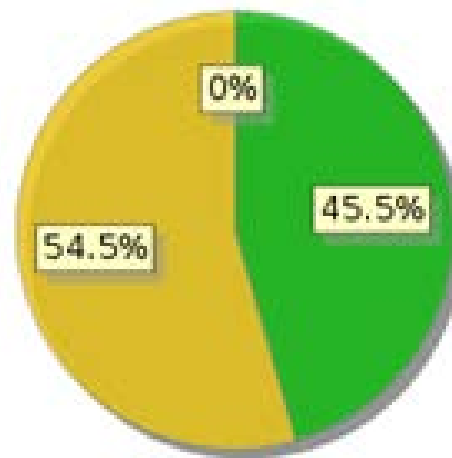


The City of Cedar Hill has introduced twelve Big Belly Solar compactors in some of its widely used public spaces. This waste managing technology is the most cost effective public space Recycling Program. With Waste Management's Big Belly Solar Compactors, the cost of collection is reduced with super solar compaction power.

A total of **0.53 tons** have been collected since Big Belly was introduced in May 2013. **Collection efficiency** is at 67% on average.

To the left of the map showing the location of the 12 solar compactors is a pie chart and table with the number of pickups made during September and the fullness of each container when serviced.

Collections	
Stations	
Total	11
Red	0
Yellow	6
Green	5
Avg Weekly Collections per Component	0.7



## Customer Service Summary

At Waste Management, we provide Customer Service solutions online and by phone. Our Customer Service team is here to assist you as we strive to offer a **quality experience** for our customers.

Waste Management provides service to

**14,093** households in Cedar Hill, **197,161** times a month with once a week trash, recycling, and bulk pickup, and once a month brush pickup. Waste Management has touched Cedar Hill residents **2,365,933** times this fiscal year.



**99.98% Average Service Success Rate**  
this contract year



### Customer Service Complaint Summary

Nature of Issue	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL	AVG
Missed Pick-Ups	16	28	26	14	27	32	48	59	114	51	46	27	488	41
Container Issue	3	4	4	2	1	2	4	4	7	4	3	4	42	4
Inappropriate Waste	0	0	0	1	1	0	0	0	0	2	1	0	5	0
Other	0	1	4	1	0	4	4	1	7	6	6	1	35	3
Total	19	33	34	18	29	38	56	64	128	63	56	32	570	48
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%	0.00%	99.9%	99.9%