



City of Seabrook

Monthly Report
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Collection Services

Residential, Commercial, Industrial and Recycling

As Seabrook's preferred environmental services partner, Waste Management provides Waste and Recycling collection for Residential, Commercial and Industrial customers in the City of Seabrook.

Waste Management provides curbside waste, recycling, bulk and green waste collection to **3,735** homes each week. Our various residential services performed by our collection team delivers **64,690** personal touches each month to the City of Seabrook residents.

In addition to residential services, Waste Management provides waste collection to **206** Commercial Businesses each month, equaling **2,060** services per month.



Collection Services Report

The following report includes information for **City of Seabrook**, the tons of material collected for residential recycling, trash and bulk as well as the tons of material collected for commercial and industrial customers.

Residential Materials Collected (in Tons)														
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Residential Recycling	72	71	85	65	74	87	58	59	50	48	0	0	669	67
Residential Trash Collection	242	202	275	270	240	276	292	259	220	336	0	0	2,612	261
Total Materials Collected	314	274	360	335	314	362	350	318	270	384	0	0	3,281	328
Diversion Rate	23%	26%	24%	19%	24%	24%	17%	19%	19%	13%	-	-	20%	21%
Commercial Materials Collected (in Tons)														
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Roll Off Trash	23	6	37	14	28	17	29	42	18	25	0	0	239	24
Commercial Trash	1,113	934	1,079	1,007	1,133	990	949	986	904	593	0	0	9,688	969
Total Materials Collected	1,135	940	1,116	1,021	1,161	1,007	978	1,028	922	618	0	0	9,927	993

Customer Service

We're dedicated to providing best-in-class service and making your life a little easier. We know our Customers will have questions and requests from time to time. Our State-of-the-Art Customer Service Team and Dedicated Public Sector Digital Care Desk are ready to assist residents and businesses of your city.

**WE DON'T JUST MANAGE
WASTE WE PROVIDE
SOLUTIONS**



Customer Service Summary Report

Waste Management provides service **four times** a week to approximately 3,735 homes in the City of Seabrook. That is approximately **776,280 service opportunities** per year.

Customer Service Summary														
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Reported Misses	3	3	4	6	9	8	11	13	8	5	0	0	70	5.8
Container Issue	1	0	0	0	0	0	0	0	0	35	0	0	36	3
Property Damage	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	1	0	3	0	0	4	0.3
Total Issues	4	3	4	6	9	8	11	14	8	43	0	0	110	9.2
Service Success	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.98%	99.98%	99.99%	99.99%	-	-	99.99%	99.99%

*Detailed customer service report available upon request.

At Your Door

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 Seabrook residents. The addition of the **At Your Door** program not only provides Seabrook 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, most of the material collected is recycled.



At Your Door

WM has collected over **4.09 tons of HHW** since January 2023.
88% of Collected Material Recycled or Re-Used

Pounds of Home Generated Special Materials Collected														
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Total Pounds Recycled	375	325	568	646	840	480	637	1,938	734	673	0	0	7,216	722
Total Pounds Collected	409	348	573	787	923	483	758	2,166	990	739	0	0	8,176	818
Recycled/ Re-Used	91.7%	93.4%	99.1%	82.0%	91.0%	99.3%	84.0%	89.5%	74.2%	91.0%	-	-	88.0%	88.3%

Waste Management Green Facts

- WM recycles over 15 million tons of material each year
- WM services 5.5 million recycling customers daily
- 90% of plastics generated in the U.S. each year winds up in landfills or incinerators

Three Rules to Recycle Right:

- Recycle clean bottles, cans, paper and cardboard
- Keep food and liquid out of your recycling
- No loose plastic bags and no bagged recyclables

Learn more at www.wm.com/recycleright



Thank you

