



# City of Seabrook

Monthly Report  
December 2023

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## Table of Contents

Collection Services.....	3
Customer Service Summary.....	6
HHW, E-Waste & Special Collections.....	7

# 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 **3,722** homes each week. Our various residential services performed by our collection team delivers **64,465** personal touches each month to the City of Seabrook residents.

In addition to residential services, Waste Management provides waste collection to **215** Commercial Businesses each month, equaling **2,321** 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	39	75	783	65
Residential Trash Collection	242	202	275	270	240	276	292	259	220	336	372	406	3,390	283
Total Materials Collected	314	274	360	335	314	362	350	318	270	384	411	481	4,173	348
Diversion Rate	23%	26%	24%	19%	24%	24%	17%	19%	19%	13%	9%	16%	19%	19%
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	6	45	290	24
Commercial Trash	1,113	934	1,079	1,007	1,133	990	949	986	904	593	593	1,819	10,281	935
Total Materials Collected	1,135	940	1,116	1,021	1,161	1,007	978	1,028	922	618	599	3,722	12,390	1,033

# 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 3,722 homes in the City of Seabrook. That is approximately **773,580 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	2	3	75	6
Container Issue	1	0	0	0	0	0	0	0	0	35	14	36	86	7
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	6	0	10	1
Total Issues	4	3	4	6	9	8	11	14	8	43	22	39	171	14
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%	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 **3.72 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
<b>Total Pounds Recycled</b>	375	325	568	646	840	480	637	1,938	734	673	325	976	8,516	710
<b>Total Pounds Collected</b>	409	348	573	787	923	483	758	2,166	990	739	353	1,168	9,697	808
<b>Recycled/ Re-Used</b>	92%	93%	99%	82%	91%	99%	84.0%	89%	74%	91%	92%	84%	88%	88%

# 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](http://www.wm.com/recycleright)



Thank you

