



City of Seabrook

Monthly Report
March 2024

Shanna Lopez
Public Sector Solutions Manager

Patrick Crehan
District Manager





Table of Contents

Collection Services.....	3
Customer Service Summary.....	6

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 **3,760** homes each week. Our various residential services performed by our collection team delivers **60,762** personal touches each month to the City of Seabrook residents.

In addition to residential services, Waste Management provides waste collection to **223** Commercial Businesses each month, equaling **3,295** 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)												TOTAL	AVG
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC		
Residential Recycling	53	51	56										160	53
Residential Trash Collection	364	392	419										1,175	392
Total Materials Collected	417	444	474										1,335	445
Diversion Rate	13%	12%	12%										12%	12%
	Commercial Materials Collected (in Tons)												TOTAL	AVG
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC		
Roll Off Trash	46	16	60										121	40
Commercial Trash	2,464	3,581	3,705										9,750	3,250
Total Materials Collected	2,510	3,597	3,765										9,871	3,290

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 **three times** a week to approximately 3,760 homes in the City of Seabrook. That is approximately **729,139 service opportunities** per year.

Customer Service Summary														
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Reported Misses	21	13	19										53	18
Container Issue	54	30	38										122	41
Property Damage	0	0	0										0	0
Other	24	12	10										46	15
Total Issues	99	55	67										221	74
Service Success	99.8%	99.9%	99.9%											

*Detailed customer service report available upon request.

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/recyclerright



Thank you