



# City of Seabrook

Monthly Report

May 2024

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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 **3,765** homes each week. Our various residential services performed by our collection team delivers **60,842** personal touches each month to the City of Seabrook residents.

In addition to residential services, Waste Management provides waste collection to **222** Commercial Businesses each month, equaling **3,776** 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	53	51	56	66	54								280	56
Residential Trash Collection	364	392	419	441	467								2,084	417
Total Materials Collected	417	444	474	507	521								2,364	473
Diversion Rate	13%	12%	12%	13%	10%								12%	12%
Commercial Materials Collected (in Tons)														
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Roll Off Trash	46	16	60	32	51								204	41
Commercial Trash	2,464	3,581	3,705	3,325	3,776								16,851	3,370
Total Materials Collected	2,510	3,597	3,765	3,357	3,827								17,055	3,411

# 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 3,765 homes in the City of Seabrook. That is approximately **730,109 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	4	2								59	12
Container Issue	54	30	38	29	53								204	41
Property Damage	0	0	0	0	0								0	0
Other	24	12	10	3	2								51	10
Total Issues	99	55	67	36	57								314	63
Service Success	99.8%	99.9%	99.9%	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/recycleright](http://www.wm.com/recycleright)



Thank you

