



# City of Boerne

Monthly Report  
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# Collection Services

Residential, Commercial, Industrial and Recycling

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

WM provides curbside trash, recycling, and once a month bulk and brush collection to **6,668** homes each week. Our various residential services performed by our collection team delivers **64,413** personal touches each month to the City of Boerne residents.



# Collection Services Report

The following report includes information on the number of residential customers in the **City of Boerne**, as well as the tons of material collected for residential.

	Number of Households and Businesses												TOTAL	AVG
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC		
Residential Households	6,425	6,467	6,407	6,507	6,538	6,582	6,606	6,645	6,651	6,668	0	0	65,496	6,550
	Materials Collected (in Tons)												TOTAL	AVG
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC		
Residential Recycling	121	102	127	92	108	102	102	93	93	107	0	0	1,047	105
Residential Waste Landfilled	515	435	465	511	454	442	521	471	439	480	0	0	4,733	473
Total Materials Collected	636	537	592	603	562	544	623	564	532	587	0	0	5,780	578
Recycling Contamination Rate	16%	24%	31%	22%	36%	32%	N/A	33%	N/A	43%	0%	0%	30%	30%
Diversion Rate	19%	19%	21%	15%	19%	18%	16%	16%	17%	18%	0%	0%	18%	18%

# 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

WM provides service to approximately **6,668** homes in the City of Boerne. That is approximately **772,956 service opportunities** per year.

Customer Service Summary														
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVG
Reported Misses	15	13	18	10	14	17	13	40	34	18	0	0	192	19
Container Issue	0	0	0	1	0	0	0	0	0	0	0	0	1	1
Property Damage	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	2	0	1	0	0	3	1
Total Issues	15	13	18	11	14	17	13	42	34	19	0	0	196	19
Total Services	62,066	62,471	61,892	62,857	63,157	63,582	63,814	64,191	64,249	64,413	-	-	632,692	63,269
Service Success	99.97%	99.97%	99.97%	99.98%	99.97%	99.97%	99.97%	99.93%	99.94%	99.97%	-	-	99.96%	99.96%

## At Your Door

WM's **At Your Door** program makes the responsible disposal of household hazardous waste, electronic, and other special materials safe, simple, and convenient for all Boerne residents. The addition of the **At Your Door** program not only provides Boerne 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 **35 tons of HHW** since January 2021. 92% 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	2,957	1,470	1,334	1,136	1,960	1,692	1,347	1,754	939	915	0	0	15,505	1,550
Total Pounds Collected	2,975	1,527	1,534	1,198	2,073	2,095	1,359	1,944	1,030	999	0	0	16,736	1,673
% Recycled or Re-Used	99%	96%	87%	94%	95%	81%	99%	90%	91%	92%	0%	0%	93%	93%



# WM 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

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



Thank you

