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# Community Waste Disposal Monthly Report to the City of Glenn Heights

Nicole Roemer *Municipal Director*





# Municipal Recycling Program



## Single Stream Recycling

Participation in the Residential Curbside Recycling Program continues to demonstrate that residents of the City of Glenn Heights are dedicated to the preservation of the Texas environment for future generations.

The chart below details the statistics of the CWD Residential Curbside Recycling Program.

	Dec-2023	Nov-2023	Oct-2023	Sep-2023	Aug-2023	Jul-2023	Jun-2023	May-2023	Apr-2023	Mar-2023	Feb-2023	Jan-2023
Homes	6,302	6,301	6,301	6,291	6,266	6,130	6,172	6,114	6,089	6,013	5,970	5,952
Resi Rcy Tonnage	93.28	95.77	81.33	74.3	67.19	63.44	90.41	83.48	70.24	87.21	101.13	84.32
Pounds / Home / Month	29.6	30.4	25.81	23.62	21.45	20.7	29.3	27.31	23.07	29.01	33.88	28.33



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# Door-side HHW & Used Electronics



## Door-side Collection

Community Waste Disposal's HHW & Used Electronics Door-side Collection program is a service provided to residents of the City of Glenn Heights. Every household accumulates items that are difficult to recycle, and the Door-side Collection program encourages safe, easy and responsible disposal of such items.

Items accepted via the HHW & Used Electronics Door-side Collection program include poison, solvent, oil-based and latex paint, aerosols, used motor oil, auto batteries, fluorescent tubes, and televisions. Residents, upon request, will receive a kit, complete with instructions for assembling the items and placing them out for pickup.

	12/21/23	11/17/23	09/21/23	07/20/23	06/15/23	04/23/23	03/17/23	01/19/23	11/18/22	09/15/22
<b>Flammables (aerosol, oil-based paint &amp; paint solvents)</b>	15	0	0	10	10	52	0	0	25	0
<b>Corrosive liquids (pool chemicals)</b>	25	0	0	0	6	18	0	0	10	0
<b>Oxidizers</b>	20	0	0	15	22	54	0	0	25	0
<b>Pesticides, Herbicides, Fertilizers</b>	10	0	0	8	18	105	0	0	20	0
<b>Batteries</b>	0	0	0	0	3	5	0	0	0	0
<b>Automotive fluids</b>	150	0	0	0	41	176	0	25	35	0
<b>Fire Extinguishers</b>	0	0	0	0	0	0	0	0	0	0
<b>Paint &amp; Paint-Related (including latex paint)</b>	150	250	50	397	492	1,583	758	185	350	198
<b>Used electronics</b>	100	0	250	20	58	184	56	100	0	0
<b>Daily Totals:</b>	470	250	300	450	650	2,177	814	310	465	198



# Municipal Service Inquiries



## Residential Solid Waste Services

The Solid Waste Industry has a standard service inquiry ratio of 1.0 inquiries per 1,000 service opportunities.

	Dec-2023	Nov-2023	Oct-2023	Sep-2023	Aug-2023	Jul-2023	Jun-2023	May-2023	Apr-2023	Mar-2023	Feb-2023	Jan-2023
<b>Service Opportunities</b>	40,910	40,904	40,904	40,843	40,672	39,799	40,063	39,686	39,578	39,084	38,805	38,688
<b>Service Inquiries</b>	9	24	20	67	41	54	51	30	54	50	14	18
<b>Per 1,000 Service Opps</b>	0.22	0.59	0.49	1.64	1.01	1.36	1.27	0.76	1.36	1.28	0.36	0.47



# Customer Service Inquiries - Detail



## Good Service is Good Business

CWD's Customer Service Community is available to provide solutions via phone or online. Our efficient team is here to support the City of Glenn Heights and we continually strive for top-notch performance to ensure residents receive the most value out of their waste and recycling services.

### City Account Grievances for the Period of 12/01/02023 - 12/31/02023

Date	Account	Address	Service Type	Service Code
12/05/02023	110784-1477	1720 DYNASTY DR		
				<b>Total : 1</b>
12/21/02023	110784-5343	1614 WAVECREST DR	RESI-BULK	RESI R/L BULK
12/28/02023	110784-4029	1911 RANGER DR	RESI-BULK	RESI R/L BULK
12/29/02023	110784-2770	1510 LAKESIDE DR	RESI-BULK	RESI R/L BULK
				<b>Total RESI-BULK: 3</b>
12/06/02023	110784-3699	2501 PAMBROOKE LN	RESI-TRASH	SERVICE TRASH CART
12/09/02023	110784-5158	210 W BEAR CREEK RD	RESI-TRASH	SERVICE TRASH CART
12/21/02023	110784-1541	311 E BEAR CREEK RD	RESI-TRASH	SERVICE TRASH CART
12/28/02023	110784-689	631 CAMELLIA DR	RESI-TRASH	SERVICE TRASH CART

12/29/02023

110784-4434

2512 SAGEBRUSH DR

RESI-TRASH

SERVICE TRASH CART

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**Total RESI-TRASH: 5**

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**Total Inquiries: 9**