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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.

	Nov-2023	Oct-2023	Sep-2023	Aug-2023	Jul-2023	Jun-2023	May-2023	Apr-2023	Mar-2023	Feb-2023	Jan-2023	Dec-2022
Homes	6,301	6,301	6,291	6,266	6,130	6,172	6,114	6,089	6,013	5,970	5,952	5,952
Resi Rcy Tonnage	95.77	81.33	74.3	67.19	63.44	90.41	83.48	70.24	87.21	101.13	84.32	107.75
Pounds / Home / Month	30.4	25.81	23.62	21.45	20.7	29.3	27.31	23.07	29.01	33.88	28.33	36.21



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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.

	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	08/19/22
Flammables (aerosol, oil-based paint & paint solvents)	0	0	10	10	52	0	0	25	0	0
Corrosive liquids (pool chemicals)	0	0	0	6	18	0	0	10	0	0
Oxidizers	0	0	15	22	54	0	0	25	0	0
Pesticides, Herbicides, Fertilizers	0	0	8	18	105	0	0	20	0	0
Batteries	0	0	0	3	5	0	0	0	0	0
Automotive fluids	0	0	0	41	176	0	25	35	0	0
Fire Extinguishers	0	0	0	0	0	0	0	0	0	0
Paint & Paint-Related (including latex paint)	250	50	397	492	1,583	758	185	350	198	229
Used electronics	0	250	20	58	184	56	100	0	0	0
Daily Totals:	250	300	450	650	2,177	814	310	465	198	229



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.

	Nov-2023	Oct-2023	Sep-2023	Aug-2023	Jul-2023	Jun-2023	May-2023	Apr-2023	Mar-2023	Feb-2023	Jan-2023	Dec-2022
Service Opportunities	40,904	40,904	40,843	40,672	39,799	40,063	39,686	39,578	39,084	38,805	38,688	38,688
Service Inquiries	24	20	67	41	54	51	30	54	50	14	18	12
Per 1,000 Service Opps	0.59	0.49	1.64	1.01	1.36	1.27	0.76	1.36	1.28	0.36	0.47	0.31



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 11/01/02023 - 11/30/02023

Date	Account	Address	Service Type	Service Code
11/10/02023	110784-6200	0000 CITADEL DR		
11/10/02023	110784-6200	0000 CITADEL DR		
11/10/02023	110784-5349	304 WAVERLY DR		
11/17/02023	110784-3129	418 MARINA BAY DR		
				Total : 4
11/14/02023	110784-417	1906 BERKELEY DR	DELIVER	DELIVER ASL
				Total DELIVER: 1
11/14/02023	110784-5584	222 WILSHIRE DR	RESI-BULK	RESI R/L BULK
11/15/02023	110784-1096	118 CRADDOCK DR	RESI-BULK	RESI R/L BULK
11/17/02023	110784-2867	116 LONDON LN	RESI-BULK	RESI R/L BULK

Total RESI-BULK: 3				
11/01/02023	110784-4009	1807 RANGER DR	RESI-HHW	RESI HHW
Total RESI-HHW: 1				
11/01/02023	110784-726	1732 CARRINGTON DR	RESI-RECYCLE	SERVICE RCYCART
11/11/02023	110784-4265	2125 S HAMPTON RD	RESI-RECYCLE	SERVICE RCYCART
11/13/02023	110784-4265	2125 S HAMPTON RD	RESI-RECYCLE	SERVICE RCYCART
11/17/02023	110784-720	1719 CARRINGTON DR	RESI-RECYCLE	SERVICE RCYCART
11/18/02023	110784-4265	2125 S HAMPTON RD	RESI-RECYCLE	SERVICE RCYCART
11/28/02023	110784-6198	415 CHESTNUT LN	RESI-RECYCLE	SERVICE RCYCART
Total RESI-RECYCLE: 6				
11/06/02023	110784-420	1911 BERKELEY DR	RESI-TRASH	SERVICE TRASH CART
11/07/02023	110784-420	1911 BERKELEY DR	RESI-TRASH	SERVICE TRASH CART
11/07/02023	110784-2093	616 GOLDEN BELL DR	RESI-TRASH	SERVICE TRASH CART
11/09/02023	110784-4272	2407 S HAMPTON RD	RESI-TRASH	SERVICE TRASH CART
11/10/02023	110784-3071	1807 MAPLEWOOD DR	RESI-TRASH	SERVICE TRASH CART
11/13/02023	110784-4315	1623 S WESTMORELAND RD	RESI-TRASH	SERVICE TRASH CART
11/13/02023	110784-4398	2236 SAGEBRUSH DR	RESI-TRASH	SERVICE TRASH CART
11/13/02023	110784-4266	2127 S HAMPTON RD	RESI-TRASH	SERVICE TRASH CART
11/20/02023	110784-6198	415 CHESTNUT LN	RESI-TRASH	SERVICE TRASH CART
Total RESI-TRASH: 9				
Total Inquiries: 24				