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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.

	Jan-2024	Dec-2023	Nov-2023	Oct-2023	Sep-2023	Aug-2023	Jul-2023	Jun-2023	May-2023	Apr-2023	Mar-2023	Feb-2023
Homes	6,302	6,302	6,301	6,301	6,291	6,266	6,130	6,172	6,114	6,089	6,013	5,970
Resi Rcy Tonnage	93.99	93.28	95.77	81.33	74.3	67.19	63.44	90.41	83.48	70.24	87.21	101.13
Pounds / Home / Month	29.83	29.6	30.4	25.81	23.62	21.45	20.7	29.3	27.31	23.07	29.01	33.88



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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.

	01/19/24	01/19/23
Flammables (aerosol, oil-based paint & paint solvents)	25	0
Corrosive liquids (pool chemicals)	0	0
Oxidizers	0	0
Pesticides, Herbicides, Fertilizers	25	0
Batteries	0	0
Automotive fluids	50	25
Fire Extinguishers	0	0
Paint & Paint-Related (including latex paint)	150	185
Used electronics	100	100
Daily Totals:	350	310



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.

	Jan-2024	Dec-2023	Nov-2023	Oct-2023	Sep-2023	Aug-2023	Jul-2023	Jun-2023	May-2023	Apr-2023	Mar-2023	Feb-2023
Service Opportunities	40,913	40,910	40,904	40,904	40,843	40,672	39,799	40,063	39,686	39,578	39,084	38,805
Service Inquiries	21	9	24	20	67	41	54	51	30	54	50	14
Per 1,000 Service Opps	0.51	0.22	0.59	0.49	1.64	1.01	1.36	1.27	0.76	1.36	1.28	0.36



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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 01/01/02024 - 01/31/02024

Date	Account	Address	Service Type	Service Code
01/04/02024	110784-4014	1812 RANGER DR		
01/04/02024	110784-376	2027 BENTWOOD DR		
01/08/02024	110784-6106	2516 ZACATE CREEK CT		
				Total : 3
01/05/02024	110784-6234	129 CLAYWOOD DR	RESI-BULK	RESI R/L BULK
01/05/02024	110784-4454	905 SAGEMEADOW DR	RESI-BULK	RESI R/L BULK
01/05/02024	110784-6235	905 SAGE MEADOW DR	RESI-BULK	RESI R/L BULK
01/10/02024	110784-228	713 BARTON AVE	RESI-BULK	RESI R/L BULK
01/11/02024	110784-3325	217 MESA WOOD DR	RESI-BULK	RESI R/L BULK
				Total RESI-BULK: 5

01/05/02024	110784-6011	311 BEAR CREEK RD	RESI-RECYCLE	SERVICE RCYCART
01/06/02024	110784-1541	311 E BEAR CREEK RD	RESI-RECYCLE	SERVICE TRASH CART
01/24/02024	110784-4301	2115 S UHL RD	RESI-RECYCLE	SERVICE RCYCART
01/24/02024	110784-4253	1820 S HAMPTON RD	RESI-RECYCLE	SERVICE RCYCART
				Total RESI-RECYCLE: 4
01/05/02024	110784-6011	311 BEAR CREEK RD	RESI-TRASH	SERVICE TRASH CART
01/08/02024	110784-6237	2506 CINNAMON SPRING ST	RESI-TRASH	SERVICE TRASH CART
01/09/02024	110784-3333	303 MESA WOOD DR	RESI-TRASH	SERVICE TRASH CART
01/11/02024	110784-3333	303 MESA WOOD DR	RESI-TRASH	SERVICE TRASH CART
01/11/02024	110784-3333	303 MESA WOOD DR	RESI-TRASH	SERVICE TRASH CART
01/17/02024	110784-4523	623 SHADY MEADOW LN	RESI-TRASH	SERVICE TRASH CART
01/25/02024	110784-3495	1503 MONTREAL LN	RESI-TRASH	SERVICE TRASH CART
01/27/02024	110784-6198	415 CHESTNUT LN	RESI-TRASH	SERVICE TRASH CART
				Total RESI-TRASH: 8
01/22/02024	110784-4595	126 SIDNEY DR	RESI-YARD	RESI YARD WASTE
				Total RESI-YARD: 1
				Total Inquiries: 21