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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.

	Feb-2024	Jan-2024	Dec-2023	Nov-2023	Oct-2023	Sep-2023	Aug-2023	Jul-2023	Jun-2023	May-2023	Apr-2023	Mar-2023
Homes	6,302	6,302	6,302	6,301	6,301	6,291	6,266	6,130	6,172	6,114	6,089	6,013
Resi Rcy Tonnage	86.01	93.99	93.28	95.77	81.33	74.3	67.19	63.44	90.41	83.48	70.24	87.21
Pounds / Home / Month	27.3	29.83	29.6	30.4	25.81	23.62	21.45	20.7	29.3	27.31	23.07	29.01



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



# 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.

	Feb-2024	Jan-2024	Dec-2023	Nov-2023	Oct-2023	Sep-2023	Aug-2023	Jul-2023	Jun-2023	May-2023	Apr-2023	Mar-2023
<b>Service Opportunities</b>	40,913	40,913	40,910	40,904	40,904	40,843	40,672	39,799	40,063	39,686	39,578	39,084
<b>Service Inquiries</b>	17	21	9	24	20	67	41	54	51	30	54	50
<b>Per 1,000 Service Opps</b>	0.42	0.51	0.22	0.59	0.49	1.64	1.01	1.36	1.27	0.76	1.36	1.28



# 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 02/01/2024 - 02/29/2024

Date	Account	Address	Service Type	Service Code
02/15/2024	110784-1461	1918 DRAKE ST	RESI-BULK	RESI R/L BULK
				<b>Total RESI-BULK: 1</b>
02/06/2024	110784-1225	2515 CROSSBRANCH DR	RESI-RECYCLE	SERVICE RCYCART
02/21/2024	110784-3264	313 MESA DR	RESI-RECYCLE	HAUL RCY CART
				<b>Total RESI-RECYCLE: 2</b>
02/02/2024	110784-4144	525 ROARING SPRINGS DR	RESI-TRASH	SERVICE TRASH CART
02/03/2024	110784-6198	415 CHESTNUT LN	RESI-TRASH	SERVICE TRASH CART
02/03/2024	110784-4265	2125 S HAMPTON RD	RESI-TRASH	SERVICE TRASH CART
02/05/2024	110784-4266	2127 S HAMPTON RD	RESI-TRASH	SERVICE TRASH CART
02/13/2024	110784-3232	101 MESA CIR	RESI-TRASH	SERVICE TRASH CART

02/16/02024	110784-2863	107 LONDON LN	RESI-TRASH	SERVICE TRASH CART
02/16/02024	110784-2862	103 LONDON LN	RESI-TRASH	SERVICE TRASH CART
02/21/02024	110784-4818	2728 SUNSET DR	RESI-TRASH	SERVICE TRASH CART
02/23/02024	110784-6277	409 STONE CREEK BLVD	RESI-TRASH	SERVICE TRASH CART
02/26/02024	110784-4264	2123 S HAMPTON RD	RESI-TRASH	SERVICE TRASH CART
02/26/02024	110784-4266	2127 S HAMPTON RD	RESI-TRASH	SERVICE TRASH CART
02/26/02024	110784-4265	2125 S HAMPTON RD	RESI-TRASH	SERVICE TRASH CART
02/28/02024	110784-1574	1168 E BEAR CREEK RD	RESI-TRASH	SERVICE TRASH CART
02/29/02024	110784-5460	1216 WHITECREEK DR	RESI-TRASH	SERVICE TRASH CART

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**Total RESI-TRASH: 14**

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**Total Inquiries: 17**