



City of Castroville

Monthly Report
February 2025

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Table of Contents

Collection Services.....	3
Customer Service Summary	5
HHW, E-Waste & Special Collections.....	7



Collection Services

Residential

As Castroville's preferred environmental services partner, WM provides Waste collection for Residential customers in the City of Castroville.

WM provides curbside waste and recycle collection to **1,062** homes each week as well as once a month bulk and/or brush collection on alternating months. Our various residential services performed by our collection team delivers **10,259** personal touches each month to the City of Castroville residents.



Collection Services Report

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

	Number of Households and Businesses												TOTAL	AVG
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN		
Residential Households	1,026	1,036	1,043	1,046	1,052	1,049	1,054	1,062	-	-	-	-	7,306	1,044
	Materials Collected (in Tons)												TOTAL	AVG
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN		
Residential Recycling	10	37	4	10	17	15	21	11	-	-	-	-	125	16
Residential Waste Landfilled	63	81	57	60	90	71	89	60	-	-	-	-	571	71
Total Materials Collected	73	118	61	70	107	86	110	71	-	-	-	-	696	87
Recycling Diversion	14%	31%	7%	14%	16%	17%	19%	15%	-%	-%	-%	-%	17%	17%



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

Waste Management provides service to approximately 1,054 homes in the City of Castroville. That is approximately 136,092 service opportunities per year.

Customer Service Summary														
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL	AVG
Reported Misses	6	8	5	9	1	3	3	4	-	-	-	-	39	5
Container Issue	0	0	0	0	0	0	0	0	-	-	-	-	0	0
Property Damage	0	0	0	0	0	0	0	0	-	-	-	-	0	0
Other	1	0	0	0	0	0	0	0	-	-	-	-	1	1
Total Issues	7	8	5	9	1	3	3	4	-	-	-	-	40	5
Service Success	99.4%	99.2%	99.5%	99.1%	99.9%	99.7%	99.97	99.96	-%	-%	-%	-%	99.6%	99.6%



At Your Door

Waste Management's **At Your Door** program makes the responsible disposal of household hazardous waste, electronic, and other special materials safe, simple, and convenient for all Castroville's residents. The addition of the **At Your Door** program not only provides Castroville 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 **2.49 tons of HHW** since January 2023.
92% of Collected Material Recycled

Pounds of Home Generated Special Materials Collected														
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL	AVG
Total Pounds Recycled	220	269	273	274	373	181	0	422	-	-	-	-	2,012	252
Total Pounds Collected	220	334	273	291	343	181	0	427	-	-	-	-	2,069	259
% Recycled	77%	81%	100%	94%	92%	100%	0%	99%	-%	-%	-%	0%	80%	80%



Waste Management 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

Learn more at www.wm.com/recyclerright



Thank you

WM
WASTE MANAGEMENT

WM