



# News Release

## CITY MANAGER'S OFFICE

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Contact: Laurie Mullens  
972-899-5131 / 940-597-3721  
lmullens@highlandvillage.org

1000 Highland Village Road  
Highland Village, TX 75077  
www.highlandvillage.org

### ***Waste Management Notifies City of Recycling Issue***

On February 17 Waste Management notified Highland Village city staff of a recent Waste Management audit that uncovered improper disposal of previously-collected recyclable materials from 13 communities in the Dallas/Fort Worth area, including Highland Village. Waste Management estimates 19% of recyclable materials collected from May 2014 through January 2016 were taken to Waste Management's Lewisville landfill instead of going to a recycling facility.

Waste Management also advised Highland Village staff that corrective action has been taken, including terminating five managerial employees and reinforcing with personnel the importance of proper collection and delivery of all recyclable material loads; adding additional processes and audit checkpoints to further ensure that this behavior does not reoccur, and retraining all employees in Waste Management's Lewisville District.

Over the last six months Highland Village has experienced issues with the service provided by Waste Management, specifically recurrent missed pickups. Twice in the last six months Waste Management has presented to City Council regarding the service to Highland Village and corrections implemented to improve their service to all areas of the City. The City has implemented a "Missed Pickup" online form which allows residents to notify staff at any hour of missed pickups and provides a means for communicating to and tracking service with Waste Management.

We appreciate Waste Management informing the City of this error and the corrective action taken. City staff will continue to work with Waste Management to ensure contractual obligations are being met.