

GRAC Presentation June 8, 2023

- ▶ Kristin Leichner, Pride Disposal & Recycling Company
- ▶ Lexy Garbarino, Garbarino Disposal & Recycling Company
- ▶ Dave Huber, WM



PRIDE DISPOSAL PROCESS

- Driver identifies extras.
- Carts have serial numbers to confirm which carts belong to which accounts.
- Assesses extras in Routeware tablet in the truck.
- Routeware extras create charges on the work order in customer service software.
- Work order charges are billed on customer's next regularly occurring billing.

EXTRA CHARGES

Overload



Large bag + small bag



Extra can + overload



Overload +
2 small bags



NO EXTRA CHARGES ASSESSED



Garbarino Disposal's Extra Charges Process

- Driver identifies overfilled cart, extra bags next to cart, or lid lifted on cart
- Driver records the cart number of the cart associated with the extras
- Driver turns in his sheet of recorded extras to the customer service team
- The CSR uses the cart number to identify the customer and adds the county approved rate to the account



WM Smart TruckSM Technology

Always working for a sustainable
tomorrow





WM Smart TruckSM - A Comprehensive Solution

Designed to bring you information and insights that can drive the right community behavior



SUSTAINABILITY

- Assist jurisdictions in achieving their sustainability goals by driving the right behavior
- Help minimize contamination and secure second life for recyclables
- Identify opportunities to increase organic and recycling participation and set-out rates



EDUCATION

- Provide targeted education to residents who contaminate/overflow carts
- 80/20 rule - Isolate high contamination routes and focus outreach activities
- Augment code enforcement and provide jurisdiction and customer proof of violation



HEALTH & SAFETY

- Identify overages that can lead to spillage and litter
- Help prevent storm water run-off and discourages illegal dumping
- Drivers can focus on safe and efficient collections



CUSTOMER SERVICE

- Positive service verification provides proof and assists with customer complaint resolution
- Proactive identification of overflowing containers and service issues
- Ability to right-size service levels and provide necessary proof

WM Smart TruckSM technology will...

Help communities reduce contamination and identify recycling opportunities.

Provide effective and timely feedback loop to customers and future opportunity to recognize customers that recycle right.

Reduce overages and litter to help communities build clean, resilient areas, contributing to a better quality of life.

Improve ability to resolve complaints with evidence and speed.

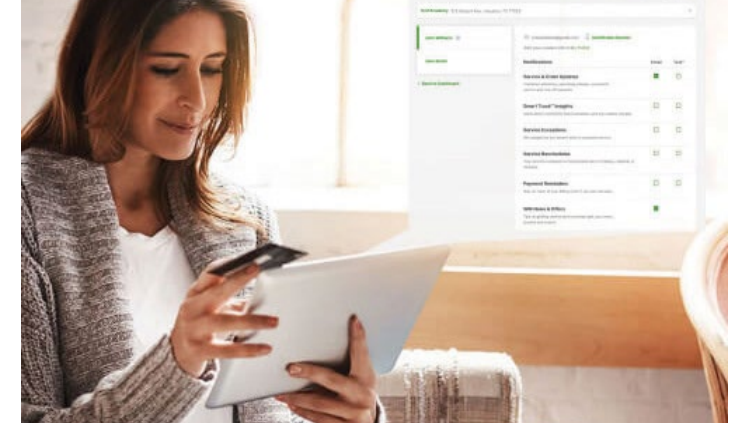
Driving Cleaner, Sustainable Communities



With the help of mounted cameras, WM Smart Truck™ technology captures footage of containers as they are collected during service



A dedicated team of technicians reviews the footage associated with each address to make sure materials were thrown into the correct cart and were collected successfully



If a container associated with an address is overloaded or non-acceptable material is found, we'll send a notification via email

The WM Smart TruckSM program can audit every container each time it is collected. This allows residents to receive direct, targeted feedback to drive behavior change