

# WMAZ CONNECTION

**I Think GREEN Every Day.**

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## WMAZ Breaks Ground on New Recycling Facility

Recycling is more than just a trend—it's quickly becoming a lifestyle in Arizona. That's why WMAZ is thrilled to announce its plans to build a brand-new Materials Recovery Facility (MRF) adjacent to our Northwest Regional Landfill in Surprise, AZ. The announcement was formally made at a groundbreaking ceremony in April. Recycle America President Pat DeRueda was on-hand for a presentation about the new facility. Surprise City Mayor Lyn Truitt and County Supervisor Max Wilson also participated in the festivities.

"This new facility will significantly increase the processing capacity in Arizona" said Area Vice President Dan Vermeer. "We are



The event speakers "Break Ground".



Employees & Guests mingle before the groundbreaking ceremony.

proud that it will have a positive impact on both the local economy and our environment."

The 65,000 square foot building will house some of the most modern recycling technology, including optical sorters, screens, and magnets. It will have the capacity to process more than 150,000 tons of material per year.

"Plans are also in the works to include an education center that will be open to the public," said AZ Recycle America Director Carrie Galvan.

The new facility will replace our Madison MRF. It's scheduled to open summer of 2010.

## Payson Mechanic Given Top-Shop Award

Payson mechanic Mike Frandsen was honored by WM for having one of the best-maintained sites nationwide. He was given the Top Shop Award in the Small Shop Collection category for the western group. Winners are determined by corporate for shop appearance and condition of the fleet and equipment. Mike says the secret to success is the philosophy that a clean shop is a safe and happy shop. Mike's story was featured in The Payson Round-Up, the city's premier newspaper.

## SAFETY 1st!

Safety is our top priority, and two WMAZ sites recently achieved amazing safety milestones. Congratulations to GrayWolf and Tucson for their commitment to a safe work environment.

### Graywolf

Our Graywolf landfill in northern AZ celebrated 3500 of safe days—that's 9 ½ years of safety! Employees were rewarded with a dinner for them and their families.

### Tucson South

Tucson also reached a landmark safety achievement—1,000 days with no time off injuries! Since they opened the South Yard in June 2006, there have been ZERO lost time injuries. Employees say they are motivated to make it another 1,000 days!

## SWANA HONORS

Several WMAZ employees competed in the 2009 Solid Waste Association of North America (SWANA) rodeo. Contestants participate in equipment operating challenges. Winners will compete in the regional competition in Florida later this year.



Sky Harbor's Ramon Silva takes 1st place in Loader Operator competition



Butterfield competitors on Rodeo Day

To submit a story idea for an upcoming newsletter, please contact Melissa Quillard at [mquillar@wm.com](mailto:mquillar@wm.com).

## IN THE NEWS...

### Centralized Dispatch Focuses on Efficiency, Communication

Centralized Dispatch is located in a medium-sized room at our 19th Ave. facility in Phoenix. When you walk into the room, your first instinct is to keep quiet, so you don't interfere with the constant activity that is taking place. This is, after all, the hub of our day-to-day operations—the “air traffic control” of our business, so to speak.

The purpose of Centralized Dispatch is to streamline our commercial and industrial operations to create a higher level of efficiency. This is done by bringing together a group of dispatchers from several different sites. It also helps to balance the workloads between the different yards.

“Before, the dispatchers would focus on their individual responsibilities,” said District Manager Mike Bartell. “Now, they are all in one place, which makes them better equipped to make decisions.”

The North Yard and the Port-O-Let division were the first two to integrate. Lead Dispatcher Patti Waldschmidt made the move and says the system works better.

“What would have taken twenty minutes before can now be done instantly because we're all in the same room.” Patti said.

Geography is also a factor.

“Before, we all knew the boundaries for our own yards,” said Lead Dispatcher and San Tan veteran Krista Bailey. “Now, we



**The Dispatchers get to work!**

have the ability to see the big picture, which allows us to make more efficient routing decisions.”

Here's how the system works. A customer requests service through the Customer Service Department. It is then sent to Set-Up, where the information is reviewed, verified, and sent to Centralized Dispatch.

Dispatchers assign tickets each night based on current loads in the system and forecasted loads that are based on a four-week trend.

Same-day requests make the balancing act more challenging.

“We've added a lot of new equipment to help us streamline the process, which makes those last-minute requests easier to manage” said Mike Bartell.

That equipment includes a Scheduling Forecaster, which allows the team to schedule drivers the night before. A new E-Map system lets the dispatchers track

the progress of individual drivers, and it shows them which sites are approaching their daily service limits. That enables them to re-route in plenty of time.

The dispatchers say the biggest challenge has been learning to work in a confined space.

“There have been some growing pains, but our team is rising to the occasion,” said Lead Dispatcher Krista Bailey.



**15-year vet Patti Waldschmidt oversees the day's tasks.**

### Recycled Port-O-Let

This “Crowd Pleaser” Port-O-Let was headed for the landfill, but site supervisor Greg Johnson at the 7th Avenue Transfer Station in Phoenix had something else in mind—he renovated the entire building to make it a fully functional scale house! Greg's team tore out the toilets and covered the holes with steel sheets. They put in new tile flooring, cleaned up the walls, and put bars over the windows for security. They even installed a new counter inside to make more room. What used to be a cramped, mobile-mini is now much roomier and much more efficient—a huge recycling success! Talk about thinking outside the box...



**The recycled Port-O-Let is put to good use at our 7th Ave. Transfer Station.**



**Scalehouse Attendant Georgina Galo poses inside her new office.**



**Elwood alumni Tiffany Hahl at work.**



Here are some classic examples of WMAZ employees thinking GREEN, from our customers' perspectives.

#### **GREAT OPERATIONS Phoenix Transfer Stations**

I had two calls this week from Transfer station employees who wanted to know if we could take unusual material into Waste Management landfills. Because they were dedicated to the safety of Waste Management employees and the compliance for their sites, they made the right call to contact Industrial Sales.

—Barbara Pinkerton, Industrial Sales

#### **RESPECTED BRAND Kevin Dinelli, San Tan**

I wanted to make you aware of an excellent employee in the sun Bird Golf Resort area. I had failed to get my trash barrel out to the curb and took it to the other side of our corner. He emptied my trash, then brought my barrel back to me. I considered this way beyond the necessities of his job.

—Customer Georgia Nicholson

#### **EMPOWERED EMPLOYEES Julie Fanning, Sales**

Julie Fanning made a change from the old recycling bins to the new ones. The customer is pleased with Julie's advisements and said she orchestrated the change to make it a smooth transition.

—Vistoso Village HOA

#### **ENGAGED CUSTOMERS Fernando Rodriguez, Elwood**

Customer states driver is great. She was amazed how good he was and she he takes his time and does everything perfect.

—South Phoenix Customer

#### **NEIGHBORS OF OUR ENVIRONMENT**

##### **Eric Sandejas, Tucson RA**

I just want to thank Eric for doing the "Going Green" presentation at our support staff in-service event. He did a wonderful job and we really appreciated him spending his morning with us.

—Flowing Wells School

## The Call Center Makes Its Move

More than 500 call center employees are settling in to their new digs, after a smooth move from the Peoria location in Phoenix to the new spot off the I-17 between Greenway and Bell. The brand-new, single-story building is a step up from the old office, offering more parking, a lot less traffic, and a welcoming "WM" sign that can be seen clearly from the freeway access road.



The new building offers more parking, less traffic.

"We considered many factors when planning the move," said Call Center Manager Ben Puento. "We even mapped out a grid showing where all our employees live, and 95% of them are within five miles of the new location."

The close proximity of employees is great for the environment and for saving money on gas, but it's not the only eco-friendly feature.

"We're reusing all our old furniture, and the bathrooms have low-intensity water pressure to help conserve," said AZ/NM Customer Service Manager Pam Reilly. Desk-side recycling bins, offices with motion-sensing lights, and

eco-friendly carpets tiles are all visible signs that the new office is "Thinking Green".

The layout of the building is also a benefit.

"All the CSR's can see each other now, which has really helped them to communicate better," said Set-Up Manager Alicia Herrick. "Plus, we have more training space and a bigger break room."

Call Center Manager Ben Puento said the overall move went very well.

"We faced some logistical challenges, but our team has done a remarkable job during this transition."

## New Home, New Fancy Phones

The WM customer experience is reaching new heights with a new phone system that was implemented during the Call Center transition. Several key features make it a huge asset to the CSR team and customers.

### **New Phone System Features:**

**Survey Option:** The automated system now asks customers to complete a survey about their experiences, giving management a customer perspective of all calls.

**All Calls Recorded:** All calls are now recorded, which is a huge benefit for training purposes.

**ANI System:** This number recognition system collects the number calling in so customers will not have to go through prompts if they call again.

**Customization Features:** The new system has customizable report options, and it lets users create location-specific messages.

**User-Friendly:** New options like easy-to-use dropdown menus, Market Area features, and desktop compatibility make the new system more user-friendly.

# IN THE COMMUNITY...

## SURPRISE RELAY FOR LIFE

Grassroots efforts are often the best and most meaningful, and that was definitely the case for a group of dedicated employees at the North Yard. They formed a team to participate in this year's Relay for Life in Surprise, AZ.

Relay for Life raises money for the American Cancer Society. Volunteers form teams to camp out at schools or parks, and take turns walking or running around the tracks. This year's race took place at Surprise Stadium.

This is a cause that hits close to home for North Yard roll-off driver Roger Blanton. A close family member is a cancer survivor, which inspired him to form Team WM.

The group used creative methods to raise money, including yard sales, online donation collections, and a raffle the night of the relay. All together, they raised over \$1200.00!

This year's group included Roger Blanton, Melanie Campbell, Ginger Barker, Jerlean Catalan, Vern Benadom, and Donald Leclair. Plans for next year's event are already in the works.



Yard sales raised \$256.00



The gang hangs out at the booth

## TUCSON SOLES

Shoes may not immediately come to mind when you're thinking about charitable giving, but their importance is underestimated. Much like a trash truck driver, shoes are greatly missed if you don't have them. That's why employees in Tucson decided to get involved with Soles4Soles, an organization that collects and

distributes shoes to those in need. Shoes are being accepted at our Ina Rd. location all year long. For more information, go to [www.soles4soles.org](http://www.soles4soles.org).



A Soles4Soles crew delivers shoes to needy kids

## EARTH DAY, 2009

WMAZ had a huge presence on Earth Day, participating in environmental festivities throughout the state. One highlight was Keep Phoenix Beautiful's 1st annual Earth Day Phoenix celebration at Cesar Chavez Park in downtown Phoenix. Dozens of businesses showcased their "green" initiatives, and Phoenix Mayor Phil Gordon handed out environmental awards. Our very own Cycler the Robot made the rounds to talk about recycling. Grant money from the WM Foundation was used to help fund the event. Learn more at [www.phoenixrecycles.org](http://www.phoenixrecycles.org).



Mark Allen, Brandon Esquer, & Kim Romero pose with Cycler and the KPBC mascot.

## HABITAT REHAB HOUSE

More than 20 WM employees and their family members joined forces with Habitat for Humanity for a home rehabilitation. Equipped with paint brushes and garden tools, the volunteers worked from sun-up to sun-down until the house was painted and the backyard was beautified.



The team poses before the real work begins!