



Waste Management Delivers Cost Savings to Senior Living Communities

The Waste Management National Accounts team used data-driven compactor scheduling to reduce annual spend by more than \$42K for a national management company for senior living communities.

CUSTOMER CHALLENGE | Inefficient compactor use

For residential healthcare providers, compactors are an essential tool for managing the large, constant waste streams generated daily. For a senior living management company in the Waste Management National Accounts program, facilities staff at each community were responsible for gauging container fullness and scheduling service, but they were not achieving consistent tonnage for each pull. In addition to creating extra work for employees, this process prevented the company from maximizing its investment in compactors and led to additional haul costs. The company turned to Waste Management for strategic guidance to help communities improve efficiency, and reduce labor and costs.

SOLUTION | Data-driven compactor scheduling

With visibility to the service needs of each community and access to Waste Management's industry-leading data and analytics resources, the National Account team was uniquely equipped to add value to this business. The team analyzed compactor utilization at each location and found that compactors were being serviced about 40% too often, on average. This was leading to low haul weights and extra haul costs. The analysis also showed that placing these compactors on a data-driven schedule would yield the greatest cost savings with the least change impacts to the communities, compared to options such as adding monitors or changing the compactors to open tops.

To make the transition to the new schedules seamless, the Waste Management team implemented the changes in phases, working directly with individual property managers.



By maximizing load weights, the customer reduced hauls and prevented ~1 MT CO₂ (equiv.) emissions¹.

CUSTOMER RESULTS | Cost savings

Switching to smart scheduling at four locations yielded >\$42,600 in annual waste spend savings for the business—a 43% reduction in waste spend for those locations. Analysis of tonnage data showed that the scheduling increased the average weight of each haul by more than 43%, reducing the haul frequency by 40%. The business continues to work with Waste Management to deliver savings to additional communities.

CUSTOMER BENEFITS

- >\$42,600 in annual cost savings
- >37% reduction in overall spend for optimized communities
- 43% increase in tons/haul and 40% decrease in haul frequency
- 0.86 MT CO₂ (equiv.) emissions prevented¹

NATIONAL ACCOUNT ADVANTAGE: ONGOING ANALYSIS

All Waste Management National Account customers benefit from ongoing analysis of their program to identify opportunities to align service levels to business needs, optimize cost efficiency, and align services with recycling regulations and corporate sustainability goals.

A dedicated team of analysts draw on Waste Management's industry knowledge and resources, and combine this with customer-specific business, operations, and sustainability goals to generate value for each customer.

In addition, each customer has access the elementssm reporting and analytics platform to view and track improvements to their program, and understand additional opportunities on an ongoing, real-time basis.

TO LEARN HOW WASTE MANAGEMENT NATIONAL ACCOUNTS CAN HELP YOUR BUSINESS, CONTACT US:
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1. Emissions calculation assumes average fuel economy of 2.8 mpg for heavy-duty diesel-fueled truck, 10 mile average haul distance and utilizes the Greenhouse Gas Protocol's "GHG emissions from transport or mobile sources" model (<http://www.ghgprotocol.org/calculation-tools/all-tools>)