



IS THIS THE FIRST TIME CAMERAS HAVE BEEN USED ON A WM COLLECTION TRUCK?

No, Waste Management has used cameras on trucks for almost 10 years. We use mounted cameras to improve safety by assisting our drivers with rear and side-view perspectives, and documenting driving incidents.



HOW CAN YOU TELL IF A CONTAINER IS CONTAMINATED?

Mounted cameras record the containers serviced. The picture (right) shows a sample image identifying the contents of a contaminated container that was just collected from a business and placed in our truck.

CONTAMINATED RECYCLING LOAD



Plastic Packaging & Film

Foam Packaging



WHAT HAPPENS WHEN WM SMART TRUCKSM TECHNOLOGY DETECTS A SERVICE ISSUE?

A dedicated team of service consultants reviews the images from each route daily. They look for a variety of conditions including overfilled containers, contamination, damaged containers, graffiti, recorded service levels and more. Depending on the issue identified, a repair ticket is created, a customer notification is generated and/or a charge is applied to a service account.



WHAT ABOUT PRIVACY?

WM will not share the images or customer information with third parties for marketing or data mining. The photographs or videos are used to educate and inform customers and the city to improve collection service, recycling and diverting materials away from the landfills.



WHAT QUALITY CONTROL IS IN PLACE TO ENSURE ACCURACY?

Our service consultants are trained to carefully identify service issues, such as overage, contamination and damaged carts. We have standard protocols for assessing every situation with built-in checks and balances to ensure accuracy.



CAN A CUSTOMER DISPUTE A CHARGE?

Yes, customers are encouraged to contact Customer Service. The Customer Service phone number is provided in the email or letter notifying a customer of an Overage or Contamination incident. Trained staff will review the incident images with the customer. If we made a mistake, the charge will be removed and our records will be updated to avoid the error in the future.

Visit Emeryville.WM.com to learn more about avoiding contamination and overages.



RECYCLE



NO RECYCLABLES IN PLASTIC BAGS
Please empty all containers
prior to recycling.



Clean Paper, Magazines, Newspaper, Cardboard, Junk Mail



Empty Plastic Bottles, Rigid Plastic Containers



Empty Aluminum Beverage Containers



Empty Metal Food Containers



Empty Glass Bottles & Jars



COMPOST



Food Scraps, Including Egg Shells, Meat & Bones



Food Soiled Paper, including Paper
Napkins, Coffee Filters, Tea Bags, Paper
Non-coated To-Go Containers
(No surface sheen)

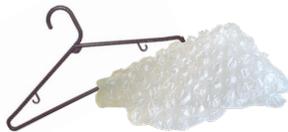


Grass, Weeds, Green plants, Tree limbs, Wood chips, Dead plants, Brush, Garden trimmings, Leaves
NO ROCKS OR DIRT

DO NOT INCLUDE



Polystyrene Foam and Plastic Bags
TRASH ONLY



Plastics Not Listed Above
TRASH ONLY



Food Scraps or Food Soiled Paper
COMPOST ONLY

DO NOT INCLUDE



Polystyrene foam & Plastic Bags
(including bags labeled compostable)
TRASH ONLY



Coated Paper,
"Compostable" Plastics
TRASH ONLY



Recyclables
RECYCLE ONLY



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