



# 2021 WASTE & RECYCLING ANNUAL REPORT

City of Aztec



# Dear City of Aztec:

Doing the right thing the right way is the WM way. Every day, your dedicated local WM team strives to provide safe, high-quality service to the residents and businesses of the City of Aztec.

We're always working together for a sustainable tomorrow. The City of Aztec and WM transitioned from monthly to every other week recycling for residents, tripling the volume of recycling collected from 2020 to 2021. Residents and businesses recycled 125 tons together in 2021.

WM has transitioned 50% of our local trucks to cleaner running compressed natural gas (CNG). These alternative fuel vehicles decrease diesel usage and greenhouse gas (GHG) emissions in the Aztec area. By 2025, we aim to have a fleet made up of 70% alternative fuel vehicles nationwide.

Being involved in the Aztec community is important to our local team. In 2021, some of the

events that are normally scheduled to occur were organized last minute or cancelled. This made it difficult to be as involved as we'd have liked, compared to pre-pandemic years. However, our team didn't let that stop us. We were still able to sponsor 5 events and organizations. Our local team also donated food and funds to the Echo Food Bank, providing 15 meals to 264 families during the holidays

This report provides an end-of-year contract review. On behalf of our entire WM team, thank you for the opportunity to work alongside your staff to keep the city clean and green. WM looks forward to continuing to work with you.

Sincerely,

*Justin Comfort*

District Manager  
Farmington Hauling District





# FOR A SUSTAINABLE TOMORROW

WM is your partner for environmental solutions and champions for sustainability.

*In 2021, Waste Management hauled more than 19,100 tons of recyclables in New Mexico.*

## NATURAL RESOURCES SAVED BY RECYCLING IN ONE YEAR ACROSS NEW MEXICO



46

MILLION  
kWh



122

MILLION  
GALLONS  
OF WATER



4,286

HOMES  
POWERED



295

THOUSAND  
TREES

# YEAR IN REVIEW

# SERVICE EXCELLENCE

Providing outstanding service in your community by doing the right thing, the right way, every day.

## HOW WE ARE DOING:

- ***RESIDENTIAL SERVICES***  
WEEKLY TRASH  
EVERY-OTHER-WEEK RECYCLING
- 99.98% SERVICE SUCCESS RATE
- 3 AVERAGE MISSED PICKUPS  
PER MONTH
- 158,100 INTERACTIONS WITH  
RESIDENTS IN ONE YEAR





# COMMUNITY SUPPORT

It's important to us as employees, neighbors, friends and family to leave a positive mark on the communities we serve.



## 2021

WM sponsored seven community organizations and events.

WM provided services or sponsorship for Aztec's Senior Center's Good Neighbors Clean-up, Motorcross, San Juan Safe Communities Initiatives' UmattR Project, Northern New Mexico Street Rodders Car Show, Kokopelli Games, Highland Games and Echo Food Bank.

## 2022

If an event was cancelled in 2021, we asked if we could show our support for the community by reserving our place in the 2022 event.



# OUTREACH EFFORTS

WM of New Mexico provides resources to City staff that make it easy to transition to bi-weekly recycling and keep the rules of recycling top of mind for residents.

## REACHING RESIDENTS:

In 2021, WM and the City of Aztec partnered to increase recycling services to bi-weekly for residents. More than 300 residents signed up for recycling after service frequency increased and recycling tons tripled between 2021 and 2020.

To get the word out about the new recycling service frequency, WM distributed a press release, cart tags and bill inserts to all residents. We provided the City's team with an email template, new recycling calendar, social media materials, website updates, and an FAQ handout.

In addition, WM has been keeping our services top of mind. Our team sends social media images and messaging to city staff on a monthly basis to be shared with residents. We have also sent out bill inserts, announcements about new landfill hours and more.



# 2021 RESIDENTIAL TONNAGE SUMMARY



# 2021 TONS COLLECTED

In 2021, Aztec single-family homes disposed of 3,133 tons. Of that, 115 tons were recycled, and 3,017 tons were sent to landfill as trash. The City's residential diversion rate is 4%, 200% higher than in 2020.

By the end of 2021, 45% of residents had a recycling cart, with 300 new homes participating in the program.

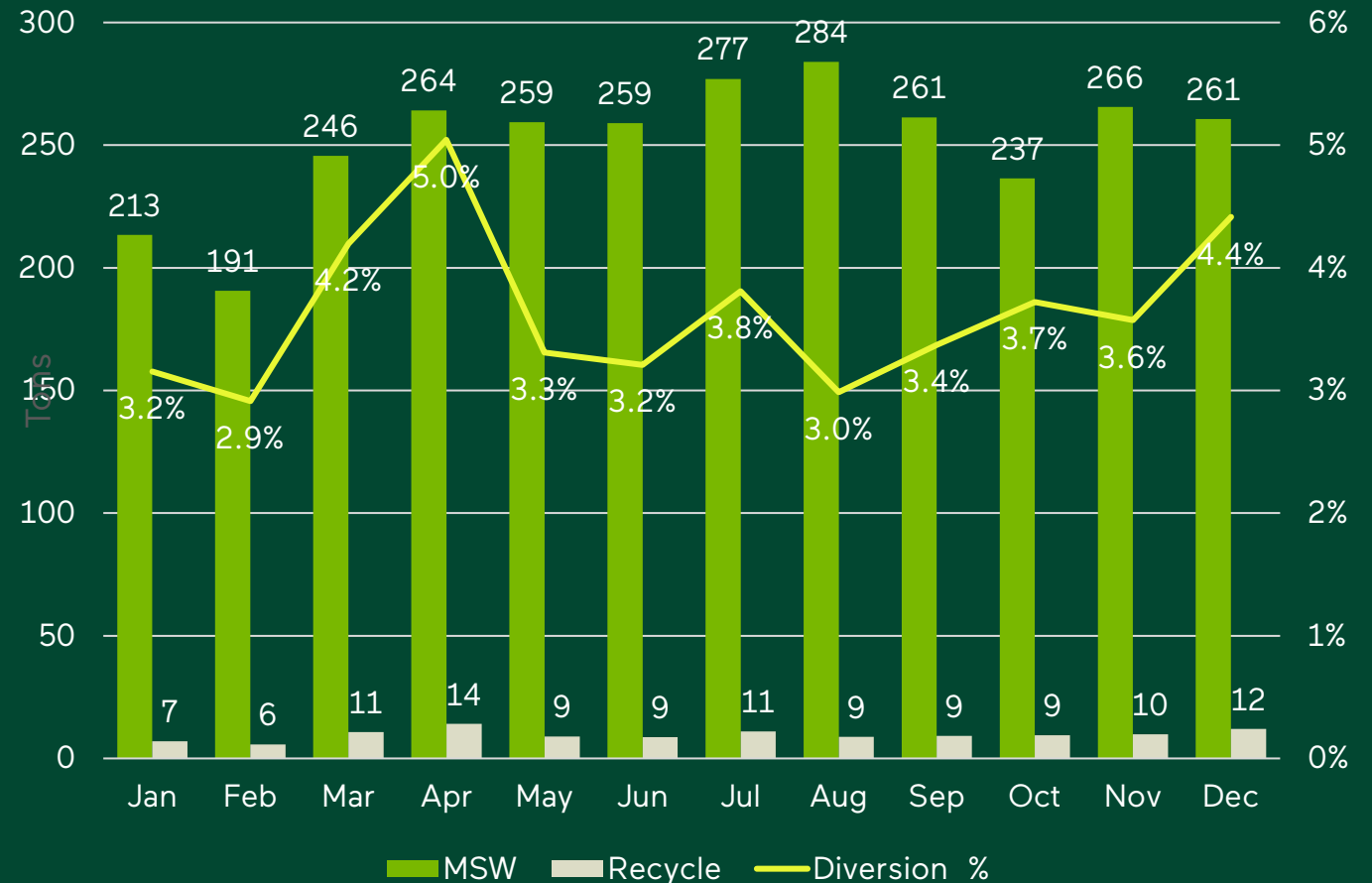
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## 27%

### INCREASE IN RECYCLING PARTICIPATION

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## Residential Trash and Recycling Tons Collected By Month



# RESIDENTIAL RECYCLING

Residents recycled 115 tons of cans, bottles, paper and cardboard in 2021. Not only did the tons recycled triple in 2021, but the diversion rate increased as well.

Increased recycling collection has amplified public awareness of and participation in the program. We will continue to work with the City to see this program build.

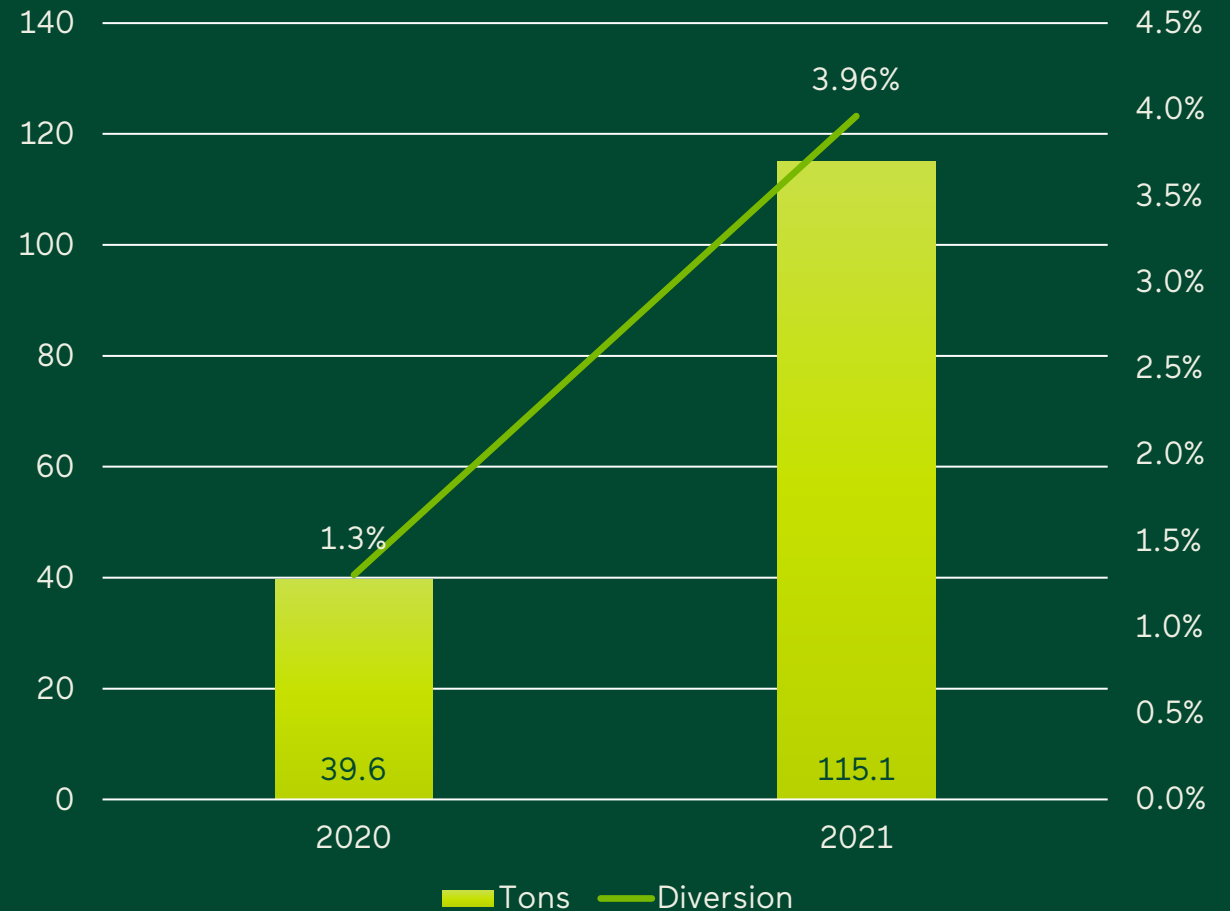
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## 200%

DIVERSION INCREASE

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## Year-Over-Year Recycling Tonnage Collected & Diversion



# AT YOUR DOOR SPECIAL COLLECTION<sup>®</sup>

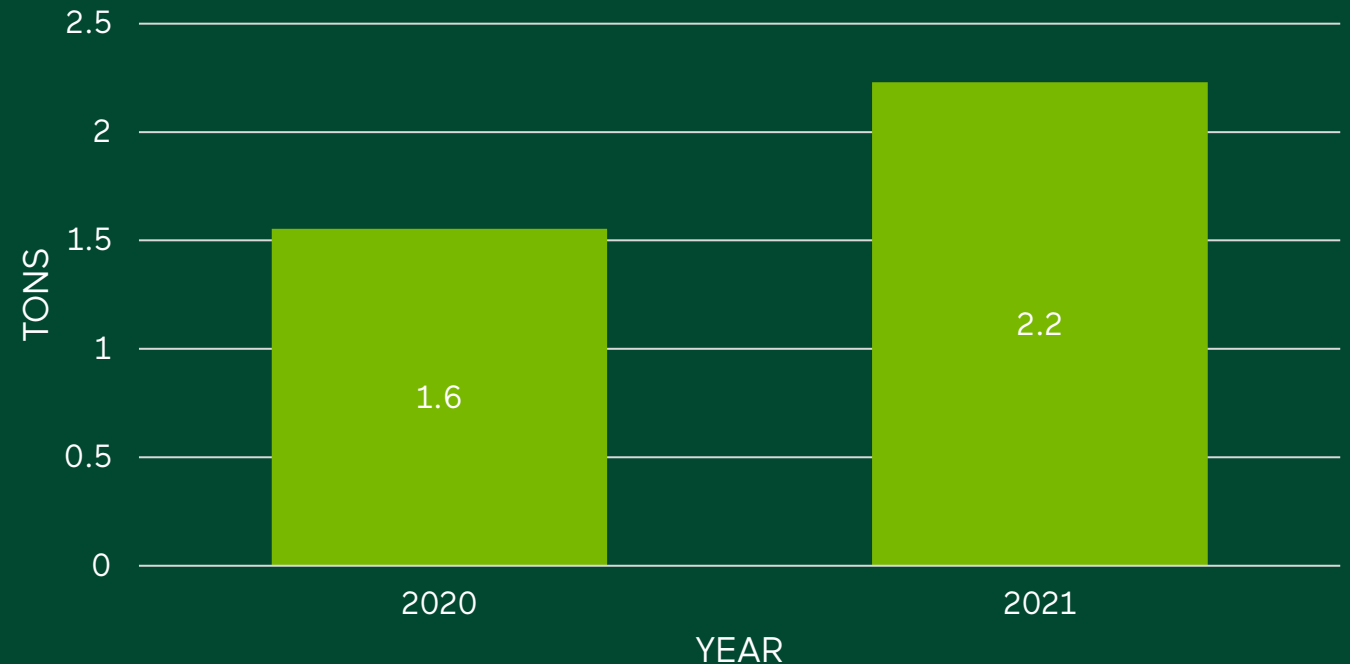
## HOUSEHOLD HAZARDOUS WASTE

Aztec residents have been using the At Your Door<sup>SM</sup> service since late 2019. This year, residents disposed of 2.2 tons of household hazardous waste, a 44% increase from 2020. Of that material, 88.5% of it was recycled.



## AT YOUR DOOR<sup>SM</sup> YEAR-OVER-YEAR COLLECTION

**88.5%**  
RECYCLED



# 2021 COMMERCIAL TONNAGE SUMMARY



# 2021 TONS COLLECTED

Aztec businesses disposed of 2,478 tons in total. Of that, 9.5 tons were recycled, and 2,468 tons were sent to landfill. The 2021 diversion rate for WM commercial customers is 0.38%.

Recycling tons tripled from 2020 to 2021. This is partially due to a re-route in Aztec. However, it could also indicate companies are getting back to business.

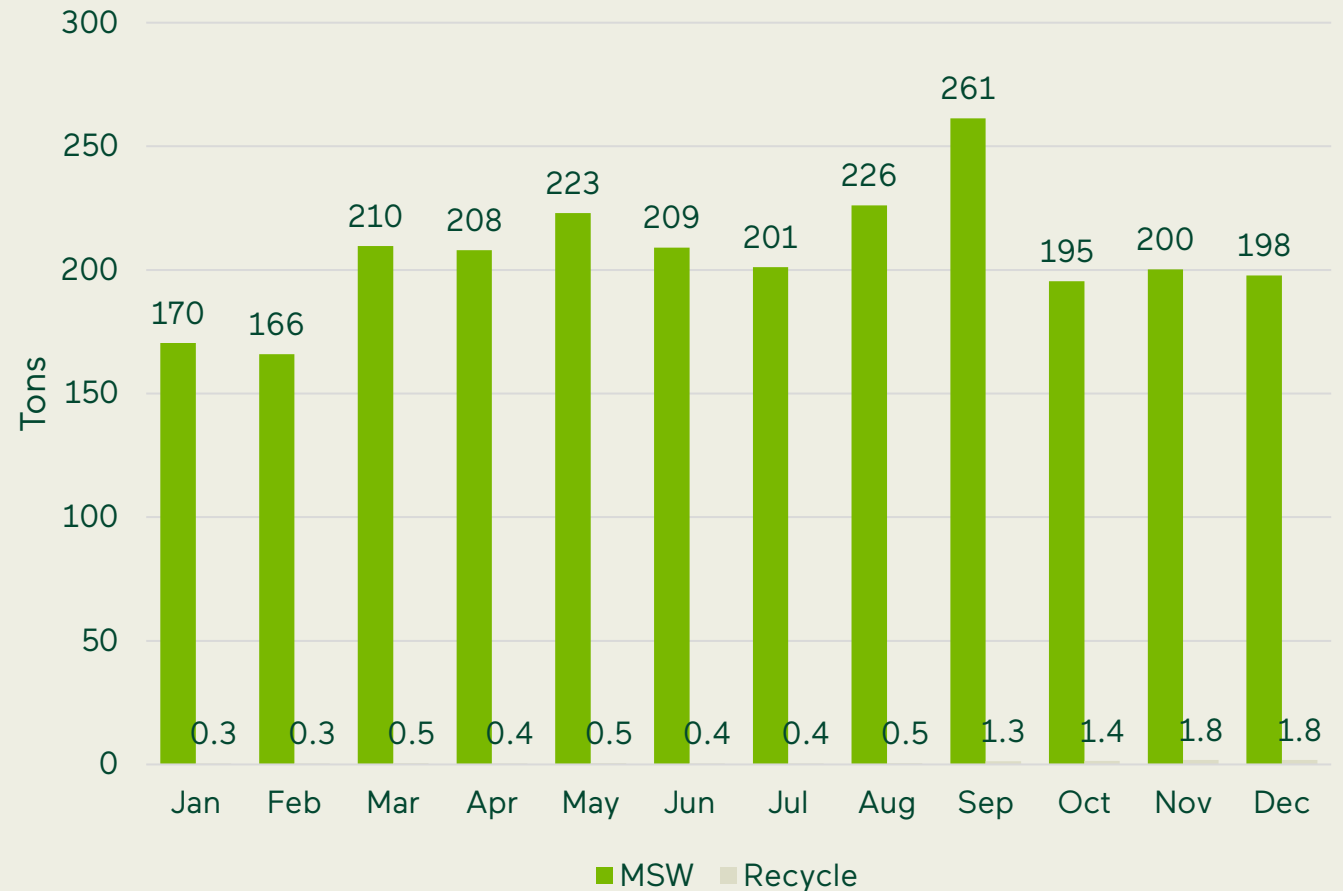
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## 21%

MORE TONS LANDFILLED

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## Commercial Trash and Recycling Tons Collected By Month





# COMMERCIAL RECYCLING

Demand for recyclables, especially plastics, has recovered since China's National Sword policy began in 2018. In 2021, plastics became some of the most valuable commodities in the recycling stream, with natural HDPE reaching a record high.

Businesses recycled 9.5 tons of cans, bottles, paper and cardboard in 2021. The average diversion rate for Aztec businesses serviced by WM was 0.38%.

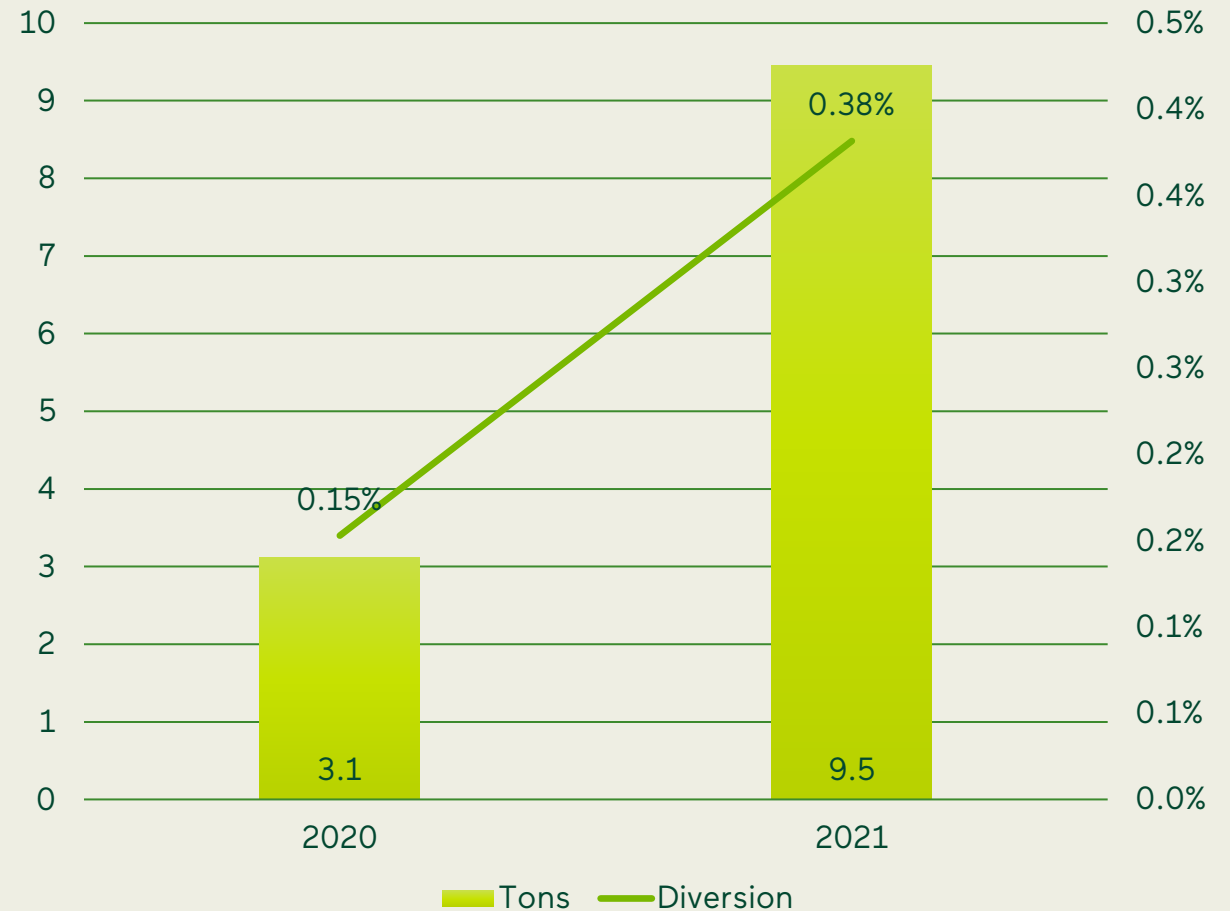
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## 204%

MORE TONS RECYCLED

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## Year-Over-Year Recycling Tonnage Collected & Diversion



# RECYCLING

# IMPACT



# AZTEC RECYCLING BENEFITS

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Residents and businesses in Aztec had an impact by recycling a combined 125 tons last year. Every can, bottle and piece of paper recycled becomes valuable feedstocks for American manufacturers.

Recycling replaces raw materials in the supply chain, saving resources like energy and water. See the City's impact to the right.

## Natural Resources Saved by Recycling in Aztec in 2021



296,825

kWh



790,602

GALLONS  
OF WATER



27

HOMES  
POWERED



1,922

MATURE  
TREES

# 167 TONS RECYCLED SINCE 2020

The City of Aztec began recycling with WM in September 2019. The total tons kept out of the landfill have made a cumulative impact equal to conserving more than 428 metric tons of CO<sub>2</sub> equivalent.

**That is ...**



**... enough  
material to  
fill a hot air  
balloon**



**... heavier than  
the Statue of  
Liberty  
(without the base)**





# THANK YOU

FOR BEING A  
LOYAL CUSTOMER





# YOUR WM SUPPORT TEAM



**Dan Darnell**

Public Sector Solutions  
Manager of New Mexico



**Justin Comfort**

District Manager for  
Farmington/Aztec Hauling



**Robby Ritter**

Route Manager for  
Farmington/Aztec Hauling



**Laila Amerman**

Communications Specialist  
for Arizona, Colorado, New  
Mexico and Utah

**WM Customer Service for Northwestern New Mexico:**

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