

City of Waterloo

Digital routing and RFID help reconcile billing and cart inventory

Challenges

- Problems reconciling among billing and inventory systems and the reality of carts in the field
- Behavior change due to the pandemic led to increased household waste and cart migration
- Abuse of carts — specifically, removal of RFID tags

Solution

Routeware onboard computers with integrated service verification and picture service.

Results

- Account reconciliation with Routeware resulted in \$11,000/ month in additional collection fees and savings of \$2,600/month in landfill tipping fees
- Digital routing created efficiencies, allowing services to scale, and RFID put a stop to cart migration
- Photo service enabled the City to enact and enforce a new ordinance around cart use and abuse



“A lot of our savings came from recouping carts we were servicing but that were not being paid for.”

Scott Brunson
Sanitation Director

“When a cart isn’t out, the driver taps ‘skip,’ it takes a photo, and the office knows we don’t need to go back.”

Randy Bennett
Public Works Director

About Routeware

Routeware is the waste and recycling industry’s most trusted software and technology company. Our enterprise solutions help municipalities and haulers save time and money, increase efficiency, improve safety, and green up our world. Find out more at www.routeware.com.