

City of Grand Rapids

Providing drivers with on-board tools they actually want to use

The City of Grand Rapids, Michigan is a 33-truck municipal hauler providing a comprehensive, pay-as-you-throw solid waste program with trash, recycling and yard waste collection.

Challenge

- Driver uptake of previous fleet software was poor
- Lack of actionable route feedback to help drivers improve
- Too many unnecessary go-backs to collect late set-outs, resulting in wasted labor hours and fuel, and wear-and-tear on trucks

Results

- Drivers use the software to their advantage, complete routes more quickly, and log important events with photos
- Supervisors use data to coach drivers and help them overcome challenges
- Reduced “go backs” to one missed stop per route, per day (about .025 percent of stops)



“Our misses have gone down, so our go-backs are down. We’ve saved wear and tear on the streets, labor time, and carbon emissions”

“Routeware is easy for drivers to use. You don’t have to be tech savvy, and they can use it without IT support.”

Robert Swain

Acting Manager of Public Works

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