City of Waco, Texas

Fleet management streamlines process, and photos reduce phone calls

Challenges

- High volume of phone calls shifted focus away from high priority tasks and initiatives
- Customer service teams couldn't push back on go-backs without a single, shared source of truth
- Inefficient driver training and high turnover rates due to the labor shortage pinched collection staff
- Paper-based routes were difficult to track, train and maintain

Solution

Routeware onboard computers with integrated service verification and picture service.

Results

- Routes and process are streamlined, easy to track
- Photos provide an irrefutable source of truth at the curb, aligning residents and city staff
- Photos empower staff to address issues directly, reducing calls and unnecessary communication
- New drivers can run any route after one week of training using in-cab tablets

"It's easier to train a driver when all they need to do is follow the dots. The tablet helps by telling them where to turn and makes them more efficient along the way."

"Service verification is still the number one thing for everyone. It makes things a whole lot easier."

John Settlemyer
Operations Supervisor, Solid Waste

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.