

City of Durham

Scaling services and decreasing calls with integrated digital tools

The City of Durham, North Carolina serves 79,000 households with weekly trash, subscription yard waste, and every-other-week recycling collection. The Solid Waste Management Department also provides special collection.



Challenge

- Elimination of education staff position added communication duties to other roles
- Pandemic issues around illness and quarantines created a staffing crunch
- Growing population: The Solid Waste Management Department serves about 130 additional households every month

Results

- Digital tools improve citizen communications without adding FTEs
- Online, self-serve tools allow citizens to schedule special collections, thereby reducing phone calls
- Digital tools empower the solid waste team to scale services seamlessly

“Our mobile app, Durham Rollout, has 4.9 stars on the App Store. We never get complaints about it from anyone. That thing is flawless!”

“Our ReCollect tools give residents information the way they expect it today, help us meet people where they are, and save us time and FTEs.”
— Jim Reingruber
Asst. Director, Solid Waste Management

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