

# Municipality of Anchorage

## Eliminating paper routes— and making way for a new organics program

With 30 trucks providing residential and commercial services, the Municipality of Anchorage (Alaska) hauls garbage, recycling, glass, organics, and business waste.

### Challenge

- Per day, paper-based routes used more than a ream of paper that took half an hour to print
- Paper documents made it difficult to respond quickly to customers and created double data entry
- Inconsistent, incorrect collection data gathered by GPS left office staff unable to verify service

### Results

- Digital routing saves paper and time, and allows for other process improvements
- Real-time communication between drivers and office staff improves customer service and documentation — and eliminates duplicative tasks
- Reliable RFID data creates service verification
- Increased efficiency allows a new organics collection program to launch and scale from 120 customers in 2017 to 2,000 in 2021



“Routeware is one of those great technologies that change the way we do things. It’s efficient and effective, and it works to save time and money. It’s a new way of picking up trash.”

“Now we save paper and service our customers more efficiently with on-board computers.”

**Evalu Filitaula**

*General Foreman, Refuse Collection*

## 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](http://www.routeware.com)