

# City of Loveland

## Balancing routes improves customer service, lowers fleet costs in a growing city

The City of Loveland, Colorado, is a rapidly growing community, gaining about 20,000 people every 10 years. The City's Solid Waste Management division provides yard waste, recycling, and pay-as-you-throw trash collection, as well as dumpster/roll-off service and special collections by appointment.

### Challenge

- Robust population growth resulting in long routes with as many as 1,600 stops
- Decreased time for daily equipment maintenance due to increased collection workloads
- Inability of drivers to monitor collections and interact with households due to tight schedules

### Results

- Number of stops per route decreased by 30 percent and helped define a measurable threshold for adding new routes going forward at 1,100 stops
- Regular equipment maintenance lowered costs
- Drivers can monitor collected materials, tag carts, and answer customer questions along routes



"When it comes to planning for more routes, more trucks, and more employees, EasyRoute provides us with the data we need to justify new expenses."

**Tyler Bandemer**  
Solid Waste Superintendent

"We're saving on equipment now. Drivers used to finish so late, they weren't able to do daily maintenance"

**Jeremy Stewart**  
Business Analyst

### 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).