

City of Medicine Hat

Centralized route data improves communication, aids in succession planning

The City of Medicine Hat, located along the South Saskatchewan River in southeast Alberta, is a municipal hauler providing trash and yard waste collection service to 80 residential routes. The City also collects trash from 930 commercial businesses. Driver retention is exceptionally high, and the City has begun preparing for the retirement of several longstanding employees.

Challenge

- Route sequences and notes kept by individual drivers not accessible by others
- Lack of shareable data and images from routes
- Need for succession planning informed by data

Results

- Route sequencing and notes housed in a central repository are accessible to drivers and supervisors.
- Ability to capture and share GPS and photo evidence from routes provides clarity to customers and allows the City to provide next-level transparency.
- Training new drivers is quicker, and planning for the future is easier with years of know-how being passed down from tenured drivers through Routeware's technology.



“Having a video feed tied in with GPS coordinates gives us another level of checks. We can see that a fence or a car was already damaged, for example, before our truck arrived.”

“Drivers used to have to run a route three times to get it. With Routeware, it only takes once or twice.”

Dallas Sutherland
Solid Waste Collection Supervisor

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.