

# City of Peoria

## Verifying service and logging unpaid containers to recapture revenue

With a fleet of 48 smart vehicles, the City of Peoria, Arizona — a major suburb of Phoenix — provides residential trash, recycling, and bulk trash collection, as well as commercial trash and roll-off programs.

### Challenge

- Previous fleet software required specialist GIS expertise to use
- Inability to verify service with GPS or photo evidence
- Suspected asset migration over time, leading to unknown numbers of unpaid residential garbage containers being collected throughout the city

### Results

- Drivers, supervisors, and office staff alike use the software and in-truck tablets daily
- Ability to verify collection with GPS and photo evidence enhances service and reduces phone calls
- Capacity to log unpaid residential garbage containers leads to significant recaptured revenues for the Solid Waste Division



“We’ve logged 800 residents who have containers they’re not paying for, and that’s \$134,000 a year. The number was a little shocking to us. We suspected it, and now we know.”

“It’s helped with phone calls. We can quickly verify that we were at an address and send a photo.”

Solid Waste Superintendent  
Peoria, Arizona

## 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).