

City of Weslaco

From contracted collection to consistent, transparent City-operated service

In January 2022, the City of Weslaco, Texas migrated its twice-weekly trash collection program in-house with a fresh six-vehicle fleet, new routes and carts, an updated collection schedule, and a stable of newly minted solid waste drivers.

Challenge

- Inability to attend to customer complaints and requests through the contracted collection provider
- Lack of transparency and control around collection workflows, customer communications, and costs
- Requirements to build a City-operated, twice-weekly trash collection program from scratch

Results

- Happier customers due to enhanced consistency in service and open communication with the City
- Transparent collection routes and workflows, inter- and intra-City communications, and costs
- Fully functional, successful, City-driven trash program staffed by knowledgeable drivers



“It’s all about accountability and efficiency. With the previous contractor, the collection service wasn’t always as responsive or as attentive to detail as we expected.”

“Launching collection has been an ‘all hands on deck’ undertaking. With Routeware, it’s been great.”

Richard Madrigal
Solid Waste Administrative 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.