



# 10 Ways Automation Helps Haulers Attract and Retain Talent While Building Resilience

Decklun McBride, Routeware Inc.

April 5, 2022



# Hi!



**Decklun McBride**

**Regional Sales Manager - Canada  
Routeware Inc.**



# Routeware is a large, stable, industry leader

**1000+**

Customers

**50M**

Residents covered

**10,000+**

Trucks using our technology

**7.5M**

Users of our resident apps

**420M**

Recycling notifications sent

**20+**

Years

**50**

US States

**3**

Continents

**100+**

UK Local Authorities

**200**

Employees

# Our Suite of Solutions



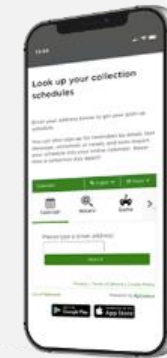
## Fleet Management

## Workflow Automation

## Customer Self-Service

## Route Optimization

Solutions



Capabilities

On-Board Computers  
Service Verification  
360 Vehicles Cameras  
Video Service  
Scale Integration  
RFID

Account Management  
Billing  
Customer Service  
Payments  
Work Orders  
Routing

Commerce  
Waste Wizard  
Collection Calendar  
Special Collection  
Education Games  
Mobile App + Voice

Residential  
Commercial  
Roll-Off  
Street Sweeping  
Winter Maintenance

Platform

Cloud Enabled, Data Integration, Security and Services

# 1 | Drivers Feel Heard

“Routeware is a godsend for drivers because they finally have a voice. A lot of (drivers) don’t mind going back to collect something, but they don’t want to feel like they’re being seen in a negative light.”

Nathan Rasmussen, Crew Supervisor

## 2 | Onboarding and Training

**“Drivers used to have to run a route three times to get it. That’s the better part of a year. With Routeware, it only takes once or twice.”**

**Dallas Sutherland, Solid Waste Collection Supervisor, City of Medicine Hat**



# 3 | Support and Coaching

- Opportunity to build a culture of support and ease fears of monitoring
- Successful supervisors proactively discuss the “Big Brother” aspect of tech with drivers
- Opportunity for personalized correction and coaching



## 4| Job Mastery and Sense of Control

- Tablets make operating routes easier, more enjoyable
- Quicker learning curve
- Faster mastery, enhanced sense of control

**“The drivers love it.  
If their tablet isn’t working,  
they don’t want to go do their routes!”**





## 5 | Sense of Ownership and Pride

“Drivers take personal ownership of their routes. They have a reputation with their customers, and they want them taken care of.”



## 6 | Decreased Stress

- Everyone operates on a common set of facts
- No more conflicting accounts

**“Photos give an opportunity to coach our drivers and our customers. It allows us to say, ‘Here is what we found at the curb.’ We will go back, but we want to be transparent.”**

**Dallas Sutherland, Solid Waste Collection  
Supervisor, City of Medicine Hat**



# 7 | Covering Absences

- Swap out drivers, swap out trucks
- Supervisors can quickly organize the day and communicate to drivers
- Reduces unknowns, lets people get to work

**“You take the drivers who aren’t there that day and the trucks that are down, and you plug another truck in. In organizing the day to day, it’s a game changer.”**



# 8 | Managing Workload

- Missed collections or break-downs
- Helper routes at the end of the day
- Tech reduces go-backs
- Any driver can pinch-hit, not just senior drivers
- When helper routes are needed, tech makes organizing executing them easier for drivers



# 9 | Seamless Collaboration

- Multiple collection streams, multiple supervisors
- All supervisors have the same real-time view of collection activities
- Drivers benefit across teams



# 10| Driver Safety — Via Video

**“Having a video feed tied in with GPS coordinates gives us another level of checks for proof of service. We can see that a fence or a car was already damaged, for example, before our truck arrived. It’s good to have that ability to provide clarity.”**

**Dallas Sutherland,  
Solid Waste Collection Supervisor, City  
of Medicine Hat**



# Come visit us at booth 30!



**Hayden Bradford**

Director of Sales, North America

[hbradford@routeware.com](mailto:hbradford@routeware.com)



**Decklun McBride**

Regional Sales Manager - CAN

[dmcbride@routeware.com](mailto:dmcbride@routeware.com)



**Hyacinthe Fallu**

Account Executive - ReCollect

[hfallu@routeware.com](mailto:hfallu@routeware.com)

## Thank you.