



COUNCIL AGENDA ITEM MEMORANDUM

DEPT./DIVISION SUBMISSION & REVIEW:

Alan DeLoera, Director of Information Technology
Justin Brantley, Director of Solid Waste Services

ITEM DESCRIPTION: Consider adopting a resolution authorizing the purchase of solid waste automation subscription services from Routeware, Inc. of Portland, Oregon, in the estimated amount of \$ 136,500.

BACKGROUND: Approval of this item will allow for the continued use of Routeware Premium software by the Solid Waste Services Department which assists the department in creating and dispatching work orders and routes, monitoring route progress, storing service histories, play-back routes, creating geofences, and displaying a multitude of reports that assist in managing routes and route efficiencies. This web-based back-office application features a unique, easy-to-use monitoring technique called a Heatmap that presents real-time dashboards and alerts that ensure routes, drivers, and vehicles are operating within their targeted parameters. Heatmaps flash red, yellow, or green as drivers meet or miss predefined targets for certain metrics including route completion status.

Routeware provides an automated solution so that drivers, dispatchers, and supervisors can check for missed stops before a driver leaves a route which reduces customer calls and expensive return trips. The solution takes video and pictures of all stops to verify service at any location. Pick-ups, skip reasons, and extras can be logged by a driver right on the in-cab computer, while cameras and sensors on forks can automatically log service events. If a driver skips a stop because the container was blocked or not out, GPS tracking and pictures can prove that that driver made a valid attempt to serve. Data analytics gives supervisors real-time insight to the operations of the solid waste department in an effort to increase efficiencies of routes and improve customer service.

Routeware Premium was originally implemented by the Solid Waste Services Department in 2019. The proprietary software subscription is only sold and maintained by Routeware, Inc. Accordingly, this purchase is being recommended as a single source purchase as provided by bidding exemptions stated in Local Government Code Chapter 252.022(a)(7)(A).

ALIGNMENT WITH ADOPTED PLANS:

Plan	Comments
Strategic Plan	This item supports the Strategic Plan goal of “An organization committed to performance excellence,” and the Strategic Plan commitment to “Optimize the use of data and technology to improve service and protect mission critical infrastructure.”

STAFF RECOMMENDATION: Adopt resolution as presented in item description.

BOARDS & COMMISSIONS RECOMMENDATION: This item was not reviewed by any of the official boards and commissions.

FISCAL IMPACT: Funding for the purchase of the solid waste automated subscription services from Routeware, Inc. in the amount of \$136,500 is available in account 110-2310-540-2515.

ATTACHMENTS:

Resolution