



“Collections at the 10,000 Foot Level”

Presented at the New Mexico Roadrunner Chapter of SWANA

December 5, 2014

Technology Innovations

- **GPS Routing & Scouting**
- **Enhanced Reliability and Efficiency in Equipment**

Technology Innovations Cont.

- **A new “Tech Savvy” Work Force**
- **Increase Accountability in all Aspects of Servicing Customer**

Performance Standards

- **Route Profiling**



- **Seasonal and Demand Variation Adaption Techniques**

Performance Standards Cont.

- **Truck Specs and Barrel/Bin Specs Customized for Specific Routes**
- **In Field Repairs Verses Service Center**

Performance Standards Cont.

- **Timing Routes to Minimize Windshield Time**
- **Adaption to Weather Conditions**



The Art & Science of Collection Efficiency

- **Good Route Profiles Lay the Foundation**
- **Driver Understanding is Essential**

The Art & Science...Cont.

- **Driver Efficiency Can Be Tested- Not All Drivers are Created Equal**



- **Safety is Always the Underlying Mandate**

The Art & Science...Cont.

- **Knowing Where You're Coming from and Whose Side you are on is Necessary**
- **Being Results Driven and Everyone Understanding the Model**

The Art & Science...Cont.

- **Coaching for Success- Listen & Learn**
- **Celebrating How Teamwork and Results (Data) Prevails**



Questions

