



ROUTEWARE HARDWARE UPGRADE FOR SOLID WASTE VEHICLES

RS-23-134

September 5, 2023

Background and Findings

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- ❑ Routeware system provides many useful services to include; the ability to capture photos and GPS tracking allowing for supervisory staff to track vehicle location, speed and driver events (skips, pickups, landfill trips).
- ❑ Routeware has been used in the City of Killeen Solid Waste vehicles since 2015.
- ❑ Solid Waste has experienced a reduction in the number of customer service calls and has allowed for professional resolution for disputed charges.

Background and Findings

- ❑ The Solid Waste Division believes this product will continue to increase the quality of services provided to the citizens and businesses of Killeen.
- ❑ Effective June 2024, Routeware will no longer support the Windows Surface Tablets that are currently utilized by the city, as they are moving to an Android based system.
- ❑ The purchase of 57 Android-13 tablets will ensure Routeware capabilities are available in all collection vehicles.

Solid Waste Services

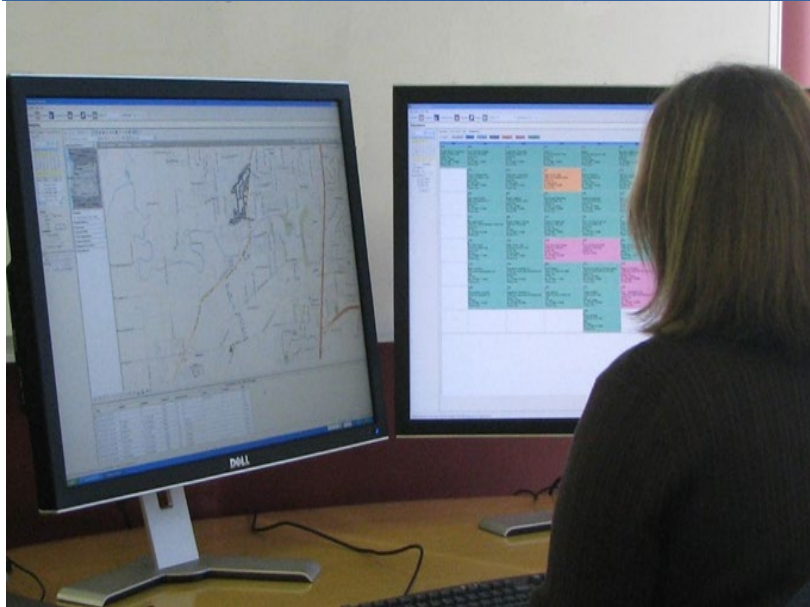
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- ❑ Over 50,000 residential customers and approximately 3,000 commercial customers are serviced each week.

Benefits

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- Routeware has proven to be beneficial as it has reduced costs, improved customer service, and provides real time data with reporting abilities to management.

Alternatives

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- ❑ Do not authorize the purchase of new hardware from Routeware, Inc., which would eliminate the use of Routeware come June 2024.
- ❑ Authorize the purchase of new hardware for 55 Solid Waste collection vehicles in an amount not to exceed \$180,384.

Recommendation

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- Authorize the City Manager, or his designee, to execute an agreement with Routeware, Inc. in the amount of \$180,384 and authorize the City Manager, or his designee, to execute any and all change orders within the amounts set by State and Local law.