

Bulk Waste Collection App Connect ICT Awards 2018

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Service Challenge

In Glasgow

100,000

bulk requests per year

274



Bulk collections per day

One of the few councils who still provide a free bulk service

In 2016 customer complaints were rising



In December 2016

5,200

outstanding requests

The process was paper based and time consuming



Service Solution

Use of technology to modernise the service



A service focused on customer experience



Cleaner streets



Real-time data to improve operational efficiency



Reduction in mileage and emissions created



Employee satisfaction & The right tools for the job



New Service Rollout

A New Modern App to replace the paper process

18

New Mobile Devices



Face to face training with

50+ operatives



A phased rollout to 4 depots citywide



Introduction to real time mapping & job allocation



New Service Benefits

SLA of 28 days



In 2017 **95%**
of jobs were
completed within
10 days of request

Jobs optimised &
complete in
groups of

30



86%
reduction in
customer
complaints



95%
reduction in
outstanding jobs
from 2016 to 2017



Questions?

