



## Solid Waste Services Department

# 2015

## YEAR IN REVIEW

### OUR MISSION

To create a safe, efficient and effective waste management, disposal and recycling system that protects the natural environment while supporting the City of Raleigh's vision to achieve a sustainable future.

### OUR VISION

Our vision is to be recognized as a national leader in creating a sustainable future through innovation, efficiency, safety and service excellence.

### CityWorks

SWS launched a centralized work order management system called CityWorks. CityWorks is a one-stop shop for citizens' service requests delivering cutting edge information technology to solve everyday problems. This new system also improves employee efficiency.

### FleetMind

Recently, we implemented FleetMind, a real-time vehicle information management system designed to track and monitor our fleet. This includes radio frequency identification (RFID) technology to help improve our recycling program and increase the number of resident participating. Building capacity in this area allows our department to dispatch and track real-time information to vehicle teams and improves service delivery.

### Waste Reduction

The City of Raleigh convened an 18-member Waste Reduction Task Force comprised of community leaders, public and private sector business owners, and city staff. The Task Force produced several waste diversion and reduction recommendations for the City Council to consider in 2016.

# 2015: Moving Forward



## Frederick Battle, Director

What an awesome year it has been. We definitely couldn't have done it without the dedication of the Solid Waste Services team and the citizens of Raleigh. You might not realize it, but you continually challenge and inspire us to rethink and improve our processes.

In the past year, we've accomplished so much: from implementing CityWorks, a new work order management system to developing a long-term strategy for reducing waste with the help of local civic and business leaders.

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Solid Waste Services is gaining a reputation as an innovative leader among its peers, with its commitment to best management practices, current technologies, and sustainability.

We are committed to change in an effort to meet the needs of our customers by providing continuous improvement, service excellence, and stewardship.

Collectively, Solid Waste Services is engaged in creating a safe, efficient and effective waste management, disposal and recycling system that protects the natural environment while supporting the City of Raleigh's vision to achieve a sustainable future.

We count on you, and you can count on us!



The City of Raleigh

Solid Waste Services Department  
630 Beacon Lake Drive  
Raleigh, NC 27610