Solid Waste Services Software Upgrade

IEUOC Update August 19, 2025

Current Software Configuration

SAP

AMCS
TOWER
Customer Service, Refuse Collection, Disposal

Customer Service Information System, Rate Tables, Service Codes, Reporting, Routing, Inventory, Billing, Payment Processing

AMCS
PC Scales
Disposal

Scale Ticketing, Weighing, Reporting

Routeware
Refuse Collection

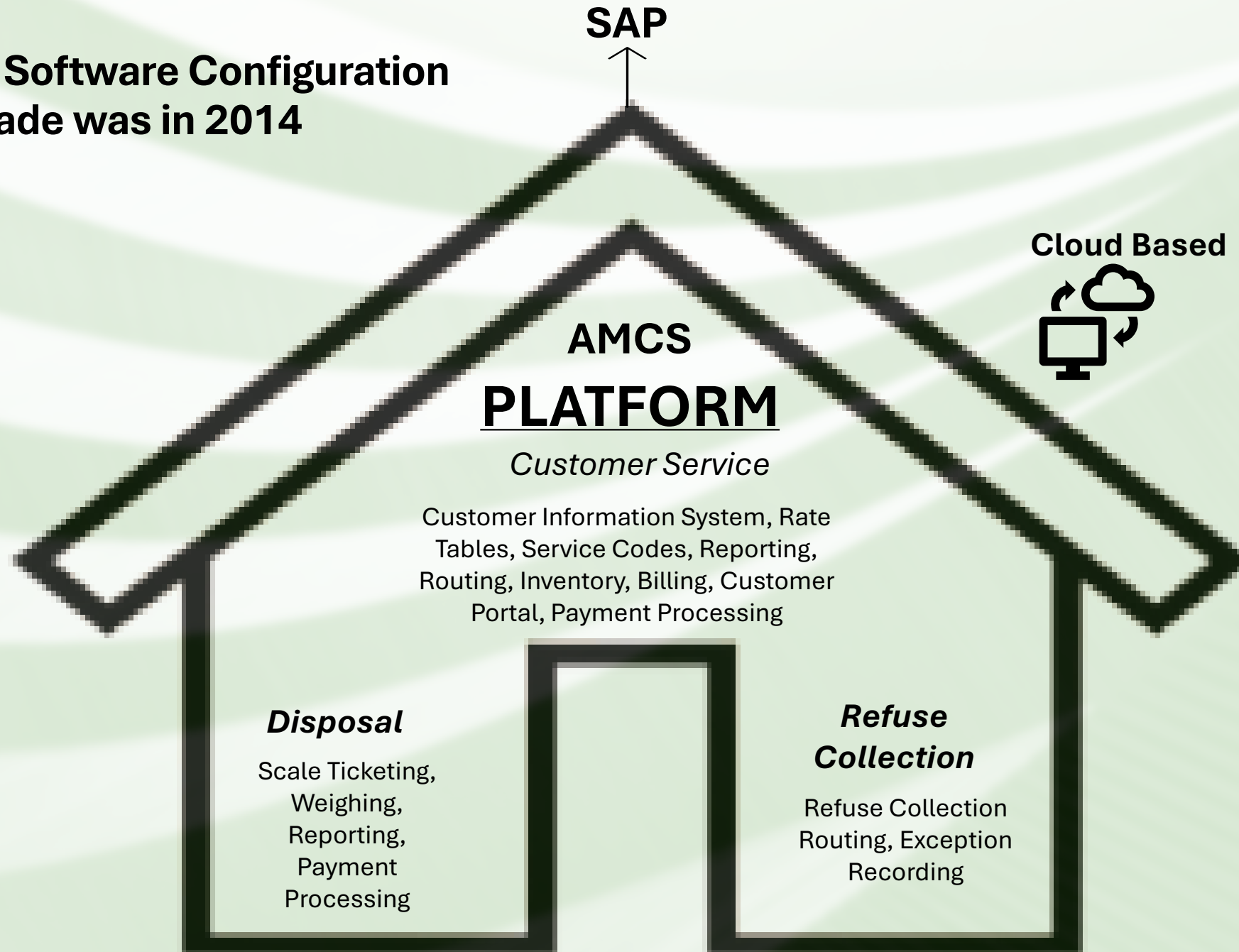Refuse Collection Routing, Exception Recording

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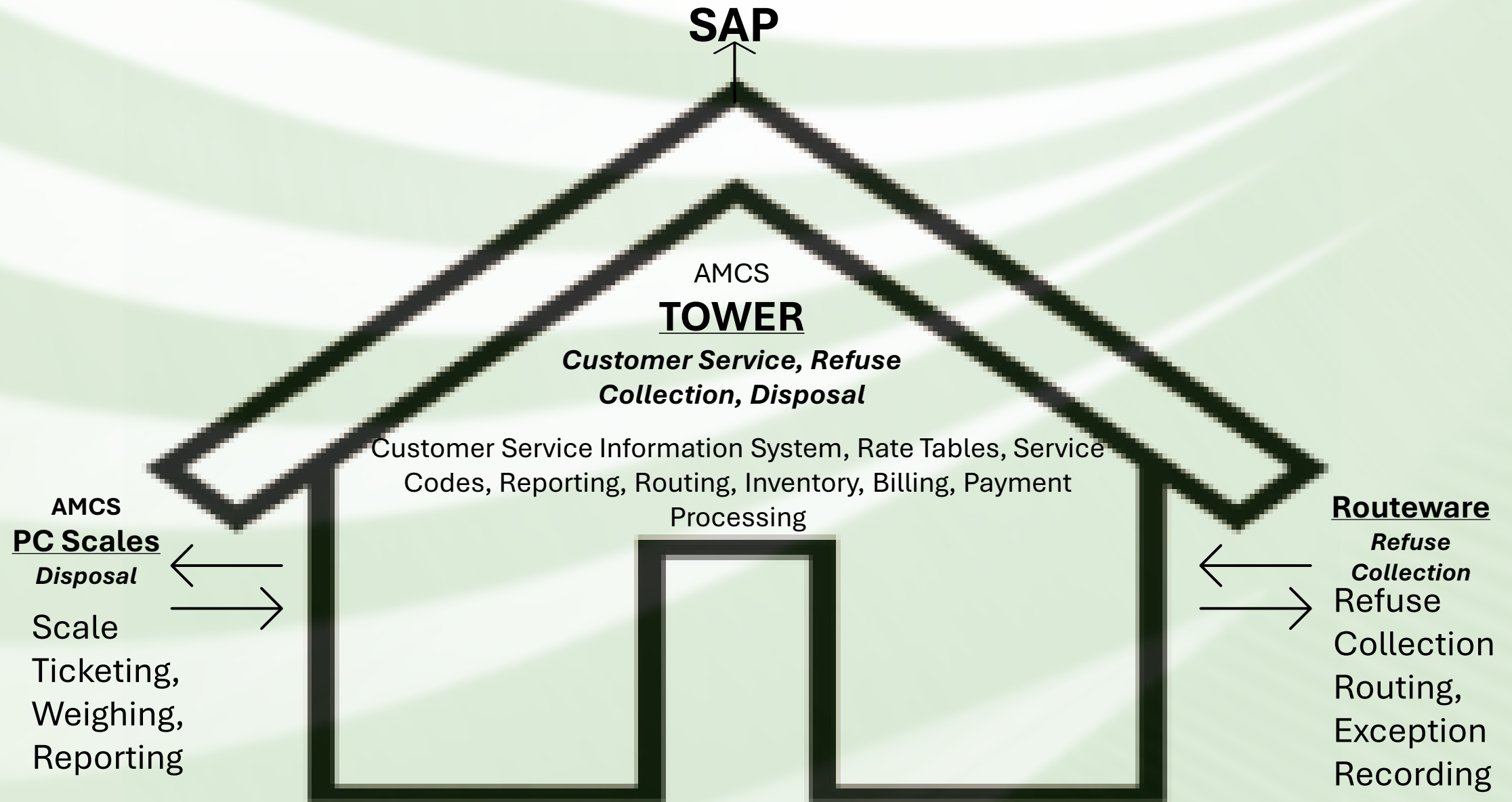
Today

Current Issues Include:

- Outages/interruptions
- Slow connectivity
- Lack of continuity
- Heavy call traffic to Customer Service
- Booth delays
- Revenue loss

**Proposed Software Configuration
Last Upgrade was in 2014**

SAP

Cloud Based

AMCS
PLATFORM
Customer Service

Customer Information System, Rate Tables, Service Codes, Reporting, Routing, Inventory, Billing, Customer Portal, Payment Processing

Disposal

Scale Ticketing, Weighing, Reporting, Payment Processing

Refuse Collection

Refuse Collection Routing, Exception Recording
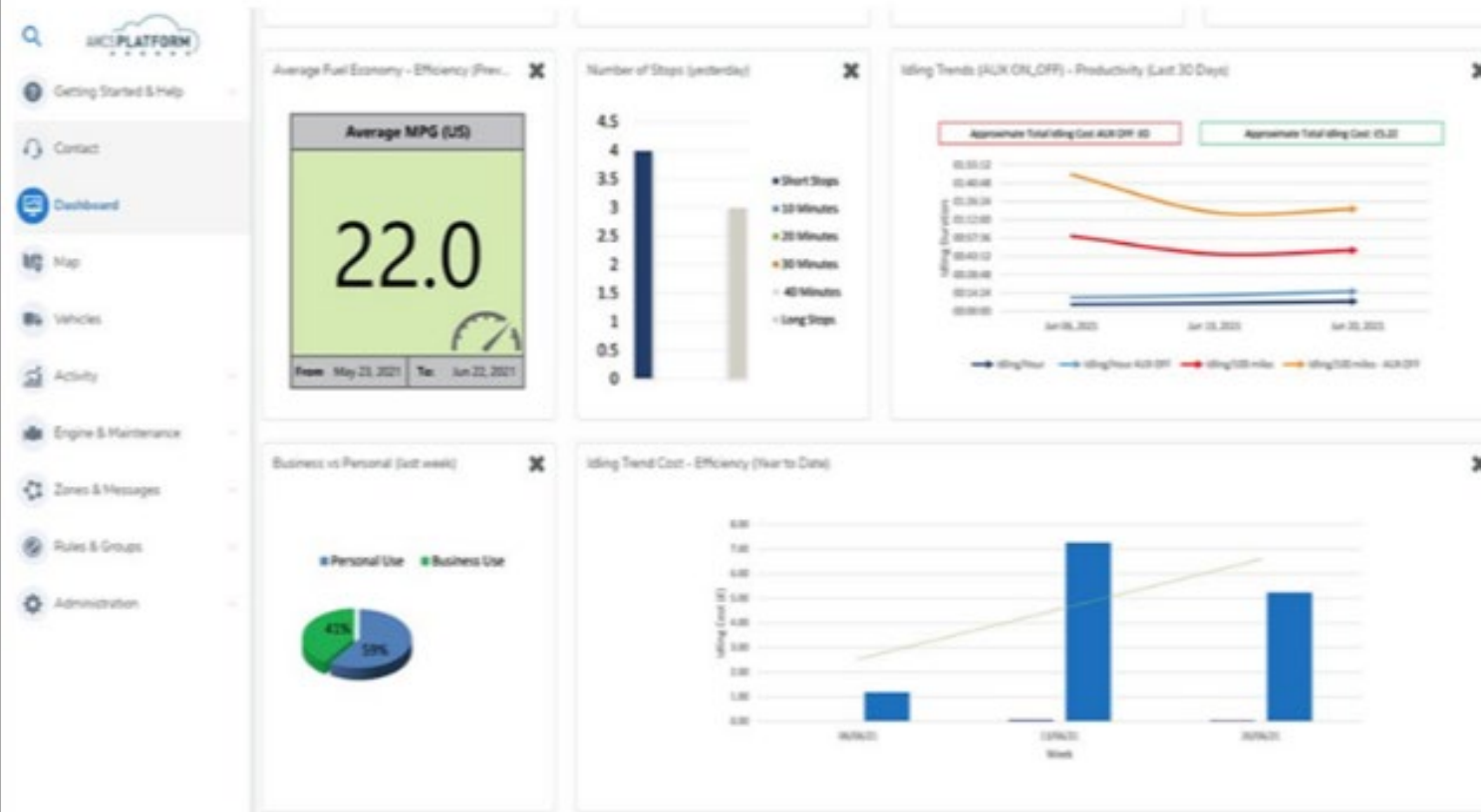
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Vision AI

- **Automated Material Identification:** to minimize contamination

- **Material Composition Analysis:** to better characterize waste streams

- **Service Exceptions:** tracking overloaded containers, blocked access etc.

- **Increased safety:** identify hazards in the material stream such as lithium batteries etc.

Telematics

Tomorrow (Go Live October 6, 2025)

Self-Service for customer's through a new online customer service portal

Real-time service documentation

Faster processing- comms from truck to CS and ticketing at booths

Increased safety assurances/less liability

Continuity of processes

Efficient- telematics to optimize routing and driver productivity

Better data tracking/reporting

Faster service/less queuing- no transfer trucks in line

AI software will inform of trends in contamination

Project Evolution

1. Assembly approved initial project May 14

- 14 refuse collection trucks, telematics, tablets, and basic camera system
- Customer service migration and portal/software upgrade
- Includes Hardware and software
- Vision AI for container contamination and overfill-waste characterization in recycling and Municipal Solid Waste Hazardous Waste, items such as refrigerators

2. SWS added as a change order with emerging technology $30K:

- Rearview and dash camaras for 360 degree view for risk management
- Driver Assisted Terminal- 1unit for implementation pilot (outbound transfer trucks) reducing traffic on the bridge and minimize queuing time at scale house

3. Upcoming AM for Approval: SWS is now expanding cameras and telematics

- 14 trucks to 26 refuse fleet of collection trucks
- 35 transfer trucks for disposal fleet One additional Driver Assisted Terminal
- Includes tablet replacement of outdated and failing current system
- Hardware and Software replacement

AMCS Platform Key Advantages

Customizable customer facing portal

Consolidation of 3 current software products (Tower, PC Scales, and Routeware) into one fully integrated operating system

Data migration from one AMCS product to another AMCS product

Enhanced reporting and analytic capabilities to align with current industry standards and accommodate landfill life projection studies

Fleetwide comprehensive vehicle camera systems and telematics for risk mitigation and productivity monitoring

Driver Assisted Terminal to automate SWS transfer truck weighing and improve traffic flow

New refuse collection vehicle onboard tablets

Cloud based- no more server connectivity issues