



Case Study

Johns Disposal Provides Personalized Customer Support for 600 Routes Using Mobile Workforce App

The Company

Founded in 1969 Johns Disposal Service is a family owned residential and commercial waste services company. Their commitment to personalized customer service has contributed to their longevity in this competitive industry.

"StreetSmart helps us provide exceptional customer service to our customers and municipalities."

Dan Jongetjes, General Manager, Johns Disposal



Differentiate with Personalized Customer Service

Customers do not appreciate overflowing dumpsters near their businesses or finding full trashcans sitting in the driveway when they come home from work. Johns Disposal understands this, and how easy it is for dissatisfied customers to find another hauler.

To ensure customer satisfaction, Johns Disposal needed a way to provide information on addresses with special handling needs, and mid-day route callbacks. They also wanted the ability to provide onsite proof of issues such as excess trash, or blocked receptacles.



"StreetSmart Forms and Geofencing capabilities help provide fast responses to customer calls regarding service issues"

Dan Jongetjes

Mobile Workforce Tool for Special Route Requests and Tracking

For more than ten years Johns Disposal has been using StreetSmart, a mobile workforce management solution, for their 600 service routes. The mobile app and cloud-based administrative software are critical to communicating special route requests to drivers and enabling them to document pick-up issues. Johns Disposal uses this versatile solution in multiple ways including:



Mobile Forms

Drivers use their mobile devices to take pictures and document issues or special requests at pick-up locations such as a vehicle blocking the dumpster, excessive trash that requires additional billing, or proof of service for special request pick-ups. Forms are also used to send residential compliance assurance data to municipalities to support recycling efforts.



Bread Crumb Trails

The GPS functionality provides details on the driver's route and each stop. This enables verification that every neighborhood and customer on that route received service. These GPS capabilities are also a competitive differentiator when working with municipalities.



Jobs Dispatch

Johns Disposal dispatches jobs to the route driver for special requests, including extra assistance for residents with physical limitations, mid-day pickups, or extra care attending to a customer who had a recent complaint.



Geofencing and Alerts

Geofences have been set up around driveways of difficult customers to help manage complaints and report information back to municipalities when necessary.

StreetSmart Configures to Business Requirements

Johns Disposal has used StreetSmart Workforce Management solutions for many years; configuring forms, dispatch, and GPS capabilities to fit their specific business requirements and help continue their long-standing reputation for superior customer support.

- 600 Service Routes
- 85 Mobile Workers
- 10+ Years Using StreetSmart



"This mobile workforce tool gives us the ability to quickly get our drivers to the right place, after receiving a customer service request. StreetSmart helps provide a great same-day customer experience that we have come to rely on."

Dan Jongetjes

