

# WasteVision AI Overflow Detection with JLT



## Introduction

JLT is a regional commercial waste hauler operating around fifty trucks in the Washington DC area. Like most waste haulers, JLT was leaving a lot of money on the table by not billing on the vast majority of their overflowing pickups. Additionally, they didn't have the data to support their sales team in upselling / right sizing. Regardless of if JLT is charging for overflows, they do have to pay to pick them up - cleaning up overflows causes drivers to take more time on overflown pickups, resulting in fewer pickups per route.

*"Any hauler knows that overloaded containers will pack out a truck faster and result in unbudgeted disposal expenses. The route delays and increased disposal costs are significant."*

*– Marc Shaener, JLT Hauling and Recycling's Director of Market Development*

# Before implementing WasteVision AI

JLT was relying on its drivers to manually flag and document overflows, which is time consuming and unreliable because drivers often simply do not care to document the overflows that they find. In the past, drivers had tablets in all of their trucks which they could use to take pictures of overflows, or they could use their personal cells to send pictures via text to their billing office. However, in practice, drivers almost never took advantage of these tools, leading to the vast majority of overflows going undocumented, which was slowing down JLT's routes without seeing JLT repaid in the form of overflow fees. Additionally, with no visibility into which of their clients were consistently overflowing, JLT was not able to recommend right-sizing to chronic offenders.

*"We used to ask our drivers to take a picture and note overflows in the system.*

*Participation and compliance by our drivers appeared to be almost nonexistent."*

*– Marc Shaener*



# Challenges

JLT knew that they were not capturing most of their overflows, but there is simply no way to address this problem by hand given that drivers do not care to document it.

Another new challenge that came with implementing the WasteVision AI system is that haulers will need to build a business process around taking the data we send them and acting on it. JLT found that the best way to do this is to first try to right-size their customers, then, begin charging for overflows after their customers have been warned.



# Implementation Goals

JLT's main goal with implementing the WasteVision AI platform was to achieve visibility into all overflows that their trucks were collecting. From there, JLT wanted the ability to appropriately charge their clients for services they were providing and to adjust services in cases of chronic overflows.

JLT desired timeliness and regular process & communication with their clients for when overflows occur and how these overflows are billed for and dealt with. JLT was looking for a system that takes this process off their drivers' plates and adds as little administrative burden as possible.

Fortunately for JLT, WasteVision AI checked all of these boxes; the entire process is automated from JLT's perspective.



# Implementation Process

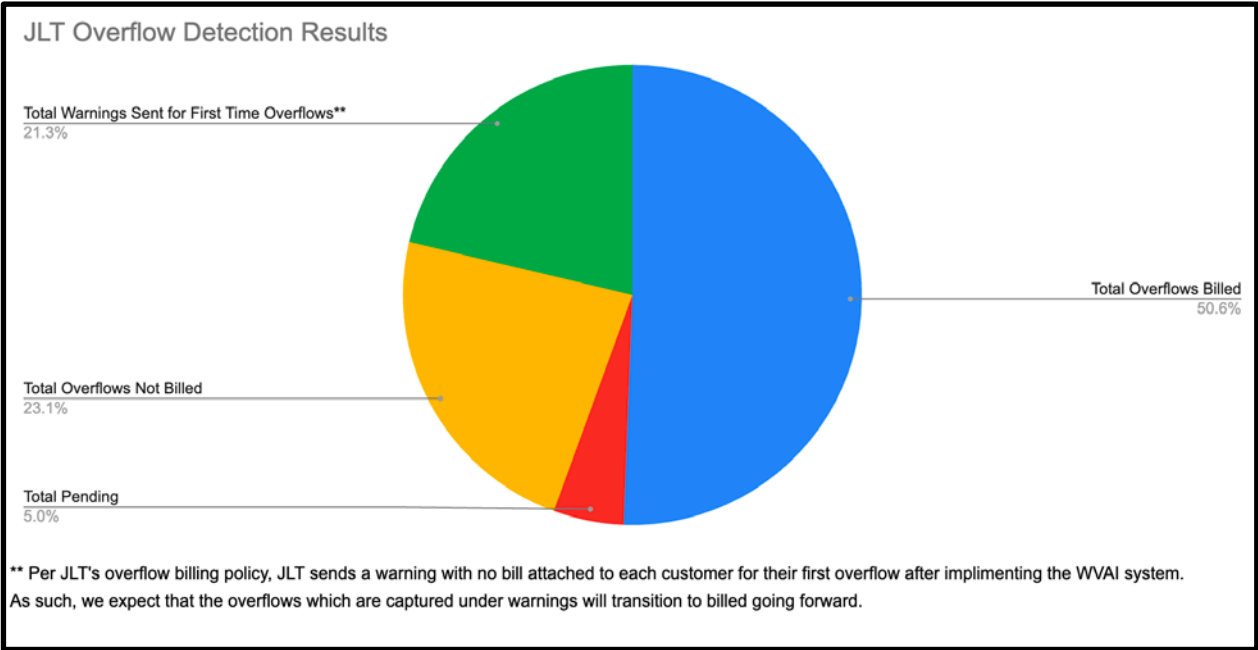
In order to implement the WasteVision AI system and act on the data we deliver to JLT, the WasteVision team has mainly worked with JLT's finance team and billing team to deliver them the data they need to bill for overflows. The WasteVision AI system provides a google sheet with results in the form of a working document for their team to track their billing activities related to the overflows that our software detects. Each of these detections includes a link to a photo of the offense which the billing team can share with their clients to ensure that there is no dispute when their client receives a bill for the overflow.



# Results

According to Marc Shaener, typically, with manual processes JLT billed on 1% of lifts or less, yet after implementing WasteVision AI, JLT has found that between 8-12% of all lifts are overflows.

After installing WasteVision AI cameras on only 6 trucks, JLT has begun to catch an incredible number of overflows that they are picking up. Between July 25th and September 28th, the WasteVision AI system has recorded 873 overflows on just those 6 trucks. Based on that data, JLT sent out 190 warnings to their customers for the first overflows caught by the system. From there, they billed on 420 overflows. Due to contracts with some of their customers, they were unable to bill on 190 of those overflows, and they have a further 40 for their team to address.



# Key Takeaways & Lessons Learned

Overflows and contamination have always been problems for haulers. For the first time, AI offers visibility across all generators so that these issues can be dealt with effectively.

Before implementing WasteVision AI, JLT had to rely on the ineffective process of asking their drivers to manually document overflowing bins. Participation in this program was practically nonexistent, leading to substantially all of JLT's overflow pickups going undocumented and unaddressed, costing them money by slowing down their pickups, leading to fewer pickups per route.

After implementing WasteVision AI, JLT has been able to document all cases of pickups of overflowing bins on trucks with the system installed. This has resulted in the documentation of over 550 overflows in the span of 45 days, which has resulted in hundreds of warnings and bills that JLT has sent to their customers.

*"After we incorporated WasteVision AI into our program, and found that more than 10% of our containers were overloaded, hundreds of lifts per day if you were to extrapolate that fleet-wide. We now identify all of the overflows, and most importantly our customer base has been receptive and agreeable to the additional charges because WasteVision provides irrefutable evidence with time stamped photos. The pictures are not disputable, and ultimately the customer appreciates the close monitoring of their account and bringing light to needed service changes."*

*– Marc Shaener, JLT Hauling and Recycling's Director of Market Development*