

# CLIENT PROFILE

## LANCASTER COUNTY Solid Waste Management Authority

### Name

Lancaster County Solid Waste Management Authority

### Client Overview

- Population: 490,562
- Single Family Homes: 150,223
- Multi-Family Homes: 38,262

### Data Management Requirements

- Sectors:
  - Residential & Commercial
- Data Sources:
  - Communities,
  - Weigh Scales at Transfer Stations, Landfills, and Waste-to-Energy Facility

### Required Reports

- Annual State Report
- Municipal Reports
- Internal Reports



Lancaster County staffers Tom Adams (seated) and Tim Breneisen have seen staff workloads drop and productivity increase since Re-TRAC was introduced into their office. "From the beginning, we were very impressed with this system," Tim said.

## Re-TRAC™ Performance Exceeds Expectations in Lancaster County

### Situation Overview

Lancaster County is located in south-central Pennsylvania, near Harrisburg. The Lancaster County Solid Waste Management Authority (LCSWMA) operates an integrated solid waste management system, which includes a landfill, waste-to-energy facility, transfer station, and household hazardous waste facility. The Authority provides technical and data management support to over 40 municipal recycling programs.

### The Challenge

Collecting, organizing, and reporting waste and recycling data was a very cumbersome task for Lancaster County Authority staff. Data from weigh scales in place at their facilities had to be combined with information from a variety of other sources to ensure accurate totals. The Authority was unsuccessful in its search for a cost-effective electronic way to consolidate information. Spreadsheets were simply not up to the task. Staff was compelled to put in a significant number of hours amassing and keying in data in a process that could take months to complete.

Compiling information into manageable reports was the second phase of the process. This, too, required a tremendous amount of staff time and was often very frustrating for those involved.

A better system was required.

### The Solution

After first viewing a Re-TRAC demonstration, it did not take long for Tim Breneisen, Recycling Manager at the LCSWMA, to realize that Re-TRAC was the answer they had been looking for. "From the very beginning, we were very impressed with this system," Tim said. "Here's a tool that can consolidate your information in a way that has never been done before."

Re-TRAC's ability to drastically reduce staff time while automatically generating comprehensive reports was exactly what the LCSWMA had been looking for. "Once we did one annual report, it was pretty easy to see this was a far better system than what we were doing before," Tim said.





## The Implementation

Re-TRAC staff worked with the LCSWMA to define system requirements, including the design of data input screens, protocols for electronically transferring transaction data out of their scale house software, and data reporting and analysis needs.

After the initial data management system had been designed, and historical data imported, Re-TRAC staff then configured several reports, including one to match the way data must be submitted to the state each year.

Staff can now generate a range of automated reports that present detailed, county-wide program performance and trend information. They can also see, at a glance, how individual programs in the county compare to each other, based on a wide range of variables.

*"As the data comes in, we can instantly generate a report and see how their programs are coming along,"* said Tom Adams, Assistant Recycling Manager. *"It's much easier to compare this year to last. With Re-TRAC, we can instantaneously see where we're going. That's a wonderful feature we never had before."*

County staff is able to understand and easily operate the system, thanks to the user-friendly interface, which is maintained in all Re-TRAC builds.

## What's Next?

Staff at the LCSWMA agree that Re-TRAC has exceeded their expectations. In fact, Tim Breneisen and Tom Adams are working to convince other levels of government in Pennsylvania to adopt the system.

The cost savings and efficiency that Re-TRAC delivers will allow all jurisdictions the time and ability to analyze their progress, and identify significant cost savings, with the goal of promoting and sustaining waste management and recycling programs.

*"Standardized reports can help us do a better job to advance and promote recycling, not just to the municipality, but to the public,"* Tom said. *"It's very exciting. That's the big picture."*

## The Legacy

LCSWMA staff report many benefits from Re-TRAC:

- ▶ Automated reporting makes data aggregation simple and quick.
- ▶ Data is now centrally located and instantly accessible.
- ▶ Detailed performance analysis is now only a mouse click away.
- ▶ Staff can accomplish in minutes what used to take weeks.
- ▶ On-line tracking allows the county to monitor and improve program performance.
- ▶ Off-site hosting ensures Re-TRAC runs maintenance-free.



"Re-TRAC has tremendously simplified our data management activities and saved us a lot of staff time. The automated reports allow us to identify trends and help improve our recycling programs. We encourage other municipalities and counties to evaluate the benefits of this program."

— Tim Breneisen, Recycling Manager,  
LCSWMA

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