

# CLIENT PROFILE

## The Resource Recovery and Recycling Authority of Southwest Oakland County

### Name

The Resource Recovery and Recycling Authority of Southwest Oakland County

### Client Overview

- Population: 266,522
- Single Family Homes: 72,307

### Data Management Requirements

- Sectors: Residential & Commercial
- Data Sources: Haulers
- Weigh Scales at MRF

### Required Reports

- Municipal Reports
- Internal Reports



The RRRASOC maintains a tradition of providing innovative and cost-effective services, while promoting waste and environmental stewardship and responsibility.

Staff believe that Re-TRAC will help them deliver quality services to their eight member communities.

## The Solution

## Re-TRAC™ Powers Performance Excellence in Oakland County, Michigan

### Situation Overview

The Resource Recovery and Recycling Authority of Southwest Oakland County (RRRASOC) is an intergovernmental, municipal solid waste authority for eight member communities in Oakland County, Michigan. The Authority manages all regional recycling and household hazardous waste (HHW) programs within their jurisdiction.

### The Challenge

Since 1999, the Resource Recovery and Recycling Authority of Southwest Oakland County (RRRASOC) has earned five major awards for efficient and effective waste management practices. It's a standard of excellence that has become the legacy of their long-standing mandate to deliver innovative and cost-effective waste management practices while improving services and lowering operating costs. Maintaining this commitment to excellence means constantly striving to find new and better ways to operate and administer the many programs under their watch.

When the Authority's General Manager was introduced to Re-TRAC, he realized that the data management efficiencies and powerful analytical options the system offers would be very useful as they strive to achieve their continuous improvement objectives.

*"I had been looking for a new data base program," Mike Csapo says. "But Re-TRAC is the only application I've found that is designed specifically to deal with the many types of data we collect. It's as though a light bulb went on!"*

Mike presented his recommendation to start using Re-TRAC to the Authority's governing board, who agreed that Re-TRAC had the potential to achieve exceptional results.

*"I introduced Re-TRAC to our board of directors as a tool that presented us with greater flexibility and more efficiency than we had before," he recalls.*

Part of Re-TRAC's appeal came from its web-based design that allows staff access to the system from just about anywhere. Mike can create reports while on site at a member community, or generate summaries from his home, if a need suddenly arises.

Another major goal was to reduce the time it was taking staff to create and modify their reports.

Before Re-TRAC, staff had to enter data into spreadsheets, extensively cross check formulas to ensure accuracy, and then collate, organize, and manipulate the spreadsheets to generate the required reports. Mike notes that Re-TRAC speeds the reporting process by effectively consolidating data and producing comprehensive reports.

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## The Implementation

*"The fact is that once the data is entered, the report is effectively done," Mike announced. "Re-TRAC has eliminated a lot of the time and effort we used to put into report preparation."*

Re-TRAC further impressed RRRASOC staff with its ability to quickly summarize and compare each community's waste management information. This is very helpful for assessing the success of recycling efforts and identifying areas where improvement may be possible.

*"The designers clearly understand the types of reports we need to generate," Mike says.*

## What's Next

Re-TRAC staff customized the RRRASOC implementation to accommodate the unique aspects of the organization's data management requirements. After the programming was complete, relevant historical data was imported into the system, as part of the setup process.

*"That was a major benefit for us because we did not have to spend our staff time keying in old data," Mike says. "The system was ready to go the day we started using it, including access to our legacy information."*

Re-TRAC's intuitive interface made it easy to learn the new system. A quick orientation by the Re-TRAC team was all that was needed for RRRASOC staff to begin using the application.

Another practical advantage that RRRASOC staff see in Re-TRAC is the increased data security the web-based format provides. Data on Re-TRAC servers is backed up nightly, whereas computers in the RRRASOC offices are backed up much less frequently and not on a fixed schedule.

## The Legacy

Data management and reporting activities have become much smoother and more efficient since RRRASOC began using Re-TRAC. Staff look forward to expanding their use of the system to collect more data directly from communities and haulers over time.

Mike Csapo is also excited about the comparative reports that he will soon be able to generate. These reports will instantly compare diversion program metrics in his communities against aggregated medians from system users in other counties and states.

*"I see the ability to track and compare bench-marked program performance information as a truly powerful feature of the Re-TRAC system," Mike says.*

Key system features that RRRASOC staff like about Re-TRAC include:

- ▶ Easy-to-use, intuitive interface
- ▶ Web-based access
- ▶ Maintenance-free operation
- ▶ Comprehensive, customized reports
- ▶ Data security through off-site hosting and back up
- ▶ Spreadsheets virtually eliminated

*"Re-TRAC is a robust, cost-effective solution that has provided us with the opportunity to greatly improve the efficiency of our data management and reporting activities," Mike Csapo says. "We have also enjoyed working with Re-TRAC staff and appreciate their flexibility in accommodating our particular system requirements."*