

The Times They Are A Changin'

BEGINNING ON AUGUST 24, and continuing for several weeks following, Deffenbaugh Industries will be changing the garbage collection routes in Omaha. This will not affect your day of collection, but it could affect the time of collection. **Therefore, it's imperative that residents place their material out for collection at the required 6AM time.**

The intent of these route changes is for optimization. Being optimized will distribute the work more evenly and provide more consistent service in the most efficient way. "Like all companies, we are always looking for ways to be more efficient about the way we do business," said Senior Vice President and company spokesman Tom Coffman. Optimization is a process, not an end point, so routes could continue to be adjusted for a number of weeks.

Favor de llamar al 444-5238 si tiene alguna duda sobre el sistema de colección de basura en Omaha.

**Don't
Be
Late!**



At this time Deffenbaugh is concentrating solely on garbage routes to make them safer, more efficient, and service more consistent. Recycling and yardwaste routes will be optimized at a later time.

Customers Like Predictability

"We know there are people who set their clocks by what time our truck comes by the house, so we understand that sending a truck by earlier or later might cause some surprises," said Coffman. "What is important for our customers to remember is that your garbage will get picked up on the same day it has always been picked up. It might just be earlier or later than it has been before." The

company has learned that optimizing routes ultimately increases customer satisfaction because it provides more consistent service.

To have consistent service without problems, customers must have their garbage at the normal collection point by 6AM and prepared properly. Garbage should be in clear or see-through garbage bags or in garbage cans. The garbage cans may be either metal or plastic and no larger than 32



gallons; when full, the garbage can should weigh no more than 45 pounds.

Nothing will change about the garbage service except maybe the time the truck is coming by. "As long as your garbage is out by 6AM on your collection day," said Coffman, "it will be picked up—just like normal."

Safe & Efficient Routes

Safety is a very important factor in the garbage business. "Our employees

know that safety comes first. So no matter how efficient a route may appear on paper, any safety concerns raised by the driver will cause a route to be adjusted," said Coffman. For instance if an optimized route does not take into consideration a blind corner or if it puts a truck into a school zone three times a day during school hours, the driver will tell their supervisor so an adjustment can be made to the route.

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