Memorandum

CITY OF DALLAS

DATE November 17, 2026

TO Honorable Members of the City Council Finance Committee: Chad West (Chair), Kathy Stewart (Vice Chair), Zarin Gracey, Maxie Johnson, Jesse Moreno, Jaime Resendez, Gay Donnell Willis

SUBJECT **December 9, 2026 City Council Agenda Item #26-3488A – Digital Route Management and Navigation Services**

The purpose of this memorandum is to provide information on an upcoming agenda item scheduled for City Council consideration on December 9, 2026, to authorize a three-year service price agreement with Routeware, Inc. for digital route management and navigation services for the Department of Sanitation Services.

Background and Overview

Sanitation Services currently utilizes the Routeware SmartCity (formerly known as Rubicon SmartCity) platform to support daily garbage and recycling collection operations. The system provides digital route management and navigation capabilities that help improve operational efficiency, service delivery, and communication between collection drivers and supervisors.

On January 24, 2024, City Council authorized a three-year cooperative agreement with Rubicon Global, LLC, for these services through Resolution No. 24-0176. Following subsequent business acquisitions, Routeware, Inc. assumed ownership of the SmartCity platform and its associated technologies.

The proposed action will authorize a three-year service price agreement with Routeware, Inc., for the period of January 8, 2027, through January 7, 2030, in the estimated amount of $1,057,062.50 through the Houston-Galveston Area Council cooperative purchasing agreement. This agreement will ensure continuity of the digital route management services currently utilized by the Department.

Scope of Services

The Routeware SmartCity platform supports approximately 156 daily garbage and recycling collection routes throughout Dallas. The system provides several operational capabilities, including:

- Route Navigation: Provides drivers with digital route information and turn-by-turn navigation to improve route efficiency.
- Service Monitoring: Identifies potentially missed collection stops and allows supervisors to monitor and adjust routes throughout the day.
- Service Documentation: Allows drivers to document service exceptions, including blocked containers, non-compliant setouts, and excessive containers.

- Vehicle Inspections: Digitizes pre- and post-trip vehicle inspections, replacing traditional paper inspection forms.
- Operational Coordination: Improves communication between drivers and supervisors to support timely service adjustments and collection coverage.

These capabilities provide greater visibility into daily collection operations, improve documentation of service issues, and support more efficient deployment of collection resources.

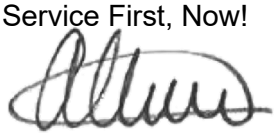
Fiscal Impact

The estimated contract amount of $1,057,062.50 represents the anticipated cost over the three-year agreement. Funding will be provided through the Sanitation Operation Fund, subject to annual appropriations.

Approval of this item will allow the Department to continue utilizing an established technology platform that supports collection efficiency, service accountability, and reliable delivery of garbage and recycling services to Dallas residents.

If you have any questions or would like additional information, please feel free to contact me at alina.ciocan@dallas.gov or the Director of Sanitation Services, Clifton Gillespie, at clifton.gillespie@dallas.gov.

Service First, Now!



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