



# Case Study

The Client: The City of Chattanooga

Addressing Multiple Dumping at Refuse Centers with ID Scanning Application



## Results

# 100%

accuracy in data capture, faster processing times, reduced disposal and transfer costs pertaining to roll off containers.

## Challenge



Finding a way to determine whether an ID is within City limits and to have a count of times of visits per year.

## Solution



An automated data capture strategy featuring VeriScan Online application with an address exclusion validation component.

*"The VeriScan Online automated data capture application is an enormous added value. Our goal is to continue to streamline our refuse center participation processes. The address exclusion validation component allows us to determine whether the people coming through are City residents and whether they have reached their maximum of twelve visits per year. The instant notification allows us to operate much more efficiently."*

**Debie Mikel, Technical Information Manager**



## Increasing Efficiency

It has always been customary to have refuse center participants fill out their information on a paper form and for the Public Works Department to manually determine whether the address is within City limits. However, this process was extremely tedious and time consuming. Chattanooga wanted to implement a business model that expedites the process to maximize their time as well as the customers.

## Automating Data Entry

The City of Chattanooga Public Works Department has always been committed to serving its citizens and developing new strategies to improve the way they do things. With the continuous increase in those wanting to dispose of their refuse material, the department wanted to ensure that they could aptly handle this influx with a strategy that aligned with its **focus on speed, ease of use and accuracy**. As a result, the City of Chattanooga started exploring a rising technology; automated data capture that would instantly notify how many trips a resident visited the site and whether they were in the City limits. If the visitor is not within the limits, they are turned away. Capitalizing on this technology, Chattanooga is one of the first cities to implement this sort of automated data collection. The City of Chattanooga sought IDScan.net, the leader in ID scanning solutions to execute this project. **VeriScanOnline** paired with the Android based **PA720 mobile scanner**, allowed the city to scan the recycler information without WiFi and maintain the appropriate records on file.

We wanted to **decrease the tonnage** and **disposal costs** of disposing of material at our three refuse collection centers. This will be done by enforcing our new policy to allow up to disposing 12 times per rolling year as well as continuing to enforce our existing procedures of only allowing City residents who are not commercial entities or landlords to utilize the sites.

*We wanted to decrease the tonnage and disposal costs of disposing of material at our three refuse collection centers. This will be done by enforcing our new policy to allow up to disposing 12 times per rolling year as well as continuing to enforce our existing procedures of only allowing City residents who are not commercial entities or landlords to utilize the sites.*

### VeriScan Online & PA720 Benefits

- ✔ Collect resident information from **ANY** government issued ID.
- ✔ **Positive experience.** Customers and employees appreciate processes that are considerate of their time and allow them to operate with ease.
- ✔ **Ensure accurate data.** Eliminate wasted time locating people whose information was not entered properly.
- ✔ **Save time.** Eliminate tedious labor as well as manual data entry errors.
- ✔ **Global.** Scan all U.S. and Canadian government issued IDs.
- ✔ **User Friendly:** VeriScan Online requires no special technical skills.
- ✔ **Customizable:** Create multiple questionnaires.



**1 MIN**



**3 SEC**

*Average Transaction time for gathering customer data and determining whether they are within recycling limit with VeriScan Online*

Since the implementation of its automated data capture program, The City of Chattanooga has experienced a tremendous increase in accurate information as the process was cut down from 1 minute to 3 seconds, and that their accuracy in data collection is now at 100%.