

US Refuse Gains Full Route Visibility, Reduces Complaints, and Gets Paid Faster

HAULER HERO CASE STUDY

Key metrics



+40

Years in service

About US Refuse



U.S. Refuse is a local family-owned and operated company providing waste management solutions for residential and business customers in Charles, St Mary's and Prince George's counties. Born and raised right here in the DMV, they are proud of their hometown roots and committed to helping those they serve enjoy greener and healthier communities.

US REFUSE'S CHALLENGE

Managing dozens of trucks and hundreds of customers with paper route sheets left US Refuse with limited visibility and little documentation when customer complaints came in.

Before Hauler Hero, US Refuse handed drivers route sheets and had to trust that every stop would be completed correctly. When a customer called about a missed pickup, the office had limited information.

Their previous software created additional friction. It lacked basic usability features, reporting required more effort, and accessing the information wasn't as simple as it needed to be.

HAULER HERO'S SOLUTION

Hauler Hero connected US Refuse's drivers and office in one system, providing real-time route visibility, service documentation, easier reporting, and a simple customer payment experience.

Drivers can document overflows, blocked services, containers that are not out, and other service issues directly from the field, creating a clear record of what happened at every stop.

US REFUSE'S BENEFITS

Drastically fewer customer complaints: Photos, service statuses, and driver documentation give the office a clear record of what happened at each stop, making customer questions easier to investigate and resolve.

Visibility across dozens of trucks: US Refuse can monitor service completions, skipped stops, blocked services, and other route activity across hundreds of customers without relying on paper route sheets.

Faster, easier payments: The Hauler Hero Customer Portal lets customers quickly see what they owe and make payments online, helping US Refuse simplify collections and get paid faster.



With 35 years in the trash hauling business, switching to Hauler Hero made routing significantly easier. We're dealing with fewer complaints and getting paid faster. With Hauler Hero, we have all the documentation telling us what went on with it. When you're in trash, you need Hauler Hero.



Kirk Goode - President & Owner - US Refuse