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WasteVision AI

Overflow Detection Case Study with JLT





OVERVIEW

Introduction

JLT is a regional commercial waste hauler operating a fleet of eighty trucks and twenty front-end loaders in the Washington, DC area. Like most waste haulers, JLT faced a revenue leakage issue due to a lack of visibility into lifts on overflowing containers. Additionally, they lacked the data to support their sales team in upselling / right-sizing. Cleaning up debris from overflowing containers results in increased route times and increased risk of driver injury incidents.

Any hauler knows that overloaded containers will pack out a truck faster and result in unbudgeted disposal expense. The route delays and increased disposal costs are significant



Marc Shaener

Director of Market Development
JLT Hauling and Recycling

Before implementing WasteVisions Operational AI

Like many haulers, JLT was relying on its drivers to manually flag and document overflows, a method that is time-consuming and lacks both consistency and accuracy. Before WasteVisions' Operational AI technology, JLT relied on drivers using tablets to take photos and document overflowing containers, sending the images to the billing office for further processing. Unfortunately, data show that haulers using this method capture 70%-80% fewer overflow events than those using Operational AI. Additionally, manual documentation of overflowing events exposes hauling operations to distracted drivers, resulting in increased safety risks and liability.

We used to ask our drivers to take a picture and note overflows in the system. Participation and compliance by our drivers appeared to be almost nonexistent



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Challenges&Goals

Challenges

JLT understood the lack of driver participation; however, there wasn't a simple way to address the problem. Many haulers use bounty programs and incentivize their drivers by paying for each overflowing container reported; however, data shows these programs do not yield better results. Furthermore, compiling the documentation to right-size or bill fees on overflowing containers was a cumbersome and challenging process. Additionally, waste disposal and MRF expenses were challenging to forecast due to the variation from one load to another.

Implementation Goals

- Have actionable and accurate data on overflowing containers
- The ability to right-size or bill their clients accurately for services provided for those clients with repeated overflowing containers
- Standardized processes and procedures for a successful implementation
- Creating a framework for communicating with customers, allowing them the opportunity to right-size before fees are levied for overflow events
- Risk and liability mitigation: "Letting drivers drive": Removing the distraction of requiring drivers to take photos and document overflows when they should be concentrating on the operation of the vehicle

Scan: Overflowed

34.3.63152N 118.15.53763W



Collaboration

Implementation Process

The WasteVision team met with JLT to gain a deeper understanding of how they planned to structure their overflow program, communicate with clients, and implement right-sizing and billing initiatives. JLT wanted to implement a three-strike program where they notified and gave their clients the opportunity to right-size after the two overflow events and levy a fee thereafter. WasteVision created reports that tracked the number of overflow incidents per customer, enabling the achievement of the three-strike program. In addition, JLT only wanted to take action on overflows that they considered egregious. The WasteVision platform allows for clients to document which overflows are marginal and which are egregious. Over time, an inferencing model is developed to the client's specifications. WasteVisions team trained JLT personnel on the use of the operational AI platform and created reports to meet JLTs specifications.

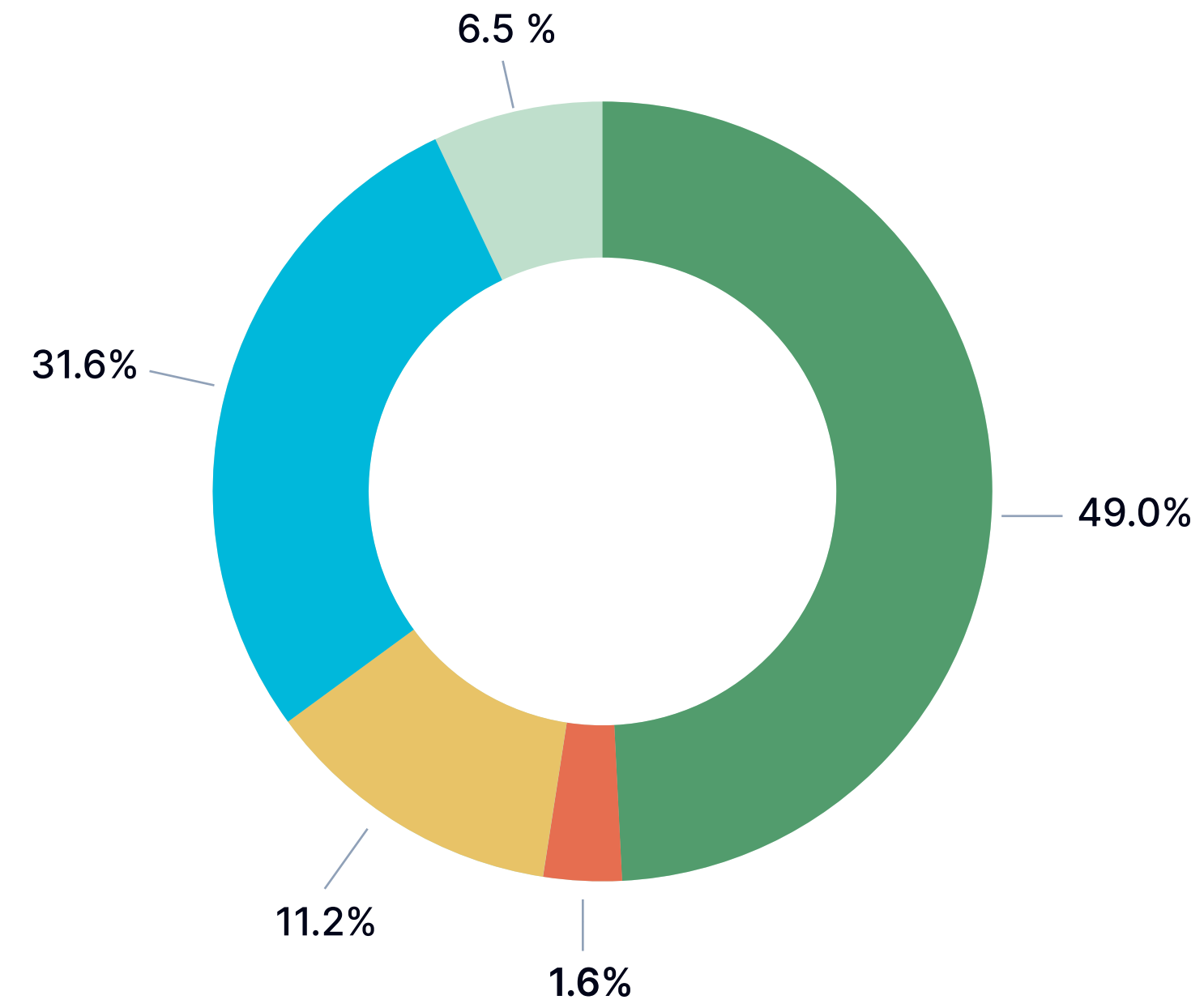
Results

According to Marc Shaener COO, using a manual processes, JLT only billed on 1% of lifts or less; yet, after implementing Operational AI, JLT has found, depending on the route, between 8% and 12% of all lifts are overflows.

With piloting only 6 trucks for 90 days the WasteVision AI system recorded 873 overflows. Based on that data, JLT sent out 190 letters offering their customers to right size after the first overflow event, and went on to bill a total of 420 overflows within the first 90 days.

JLT Overflow Detection Results

- **49.0%** - Overflows Billed
- **31.6%** - Marginal Overflows
- **11.2%** - DGS Overflows
- **6.5%** - Last Exceptions
- **1.6%** - Warnings Sent



Summary

Total Contaminations: Nearly half of all detected incidents (49%) were Overflows Billed, making it the dominant category. Marginal Overflows accounted for 31.6%, representing the second-largest share. Smaller portions of detections included DGS Overflows at 11.2%, Last Exceptions at 6.5%, and Warnings Sent at 1.6%. Overall, the visualization highlights that most contaminations fall into billable or marginal overflow categories.

Fleet-Wide Implementation

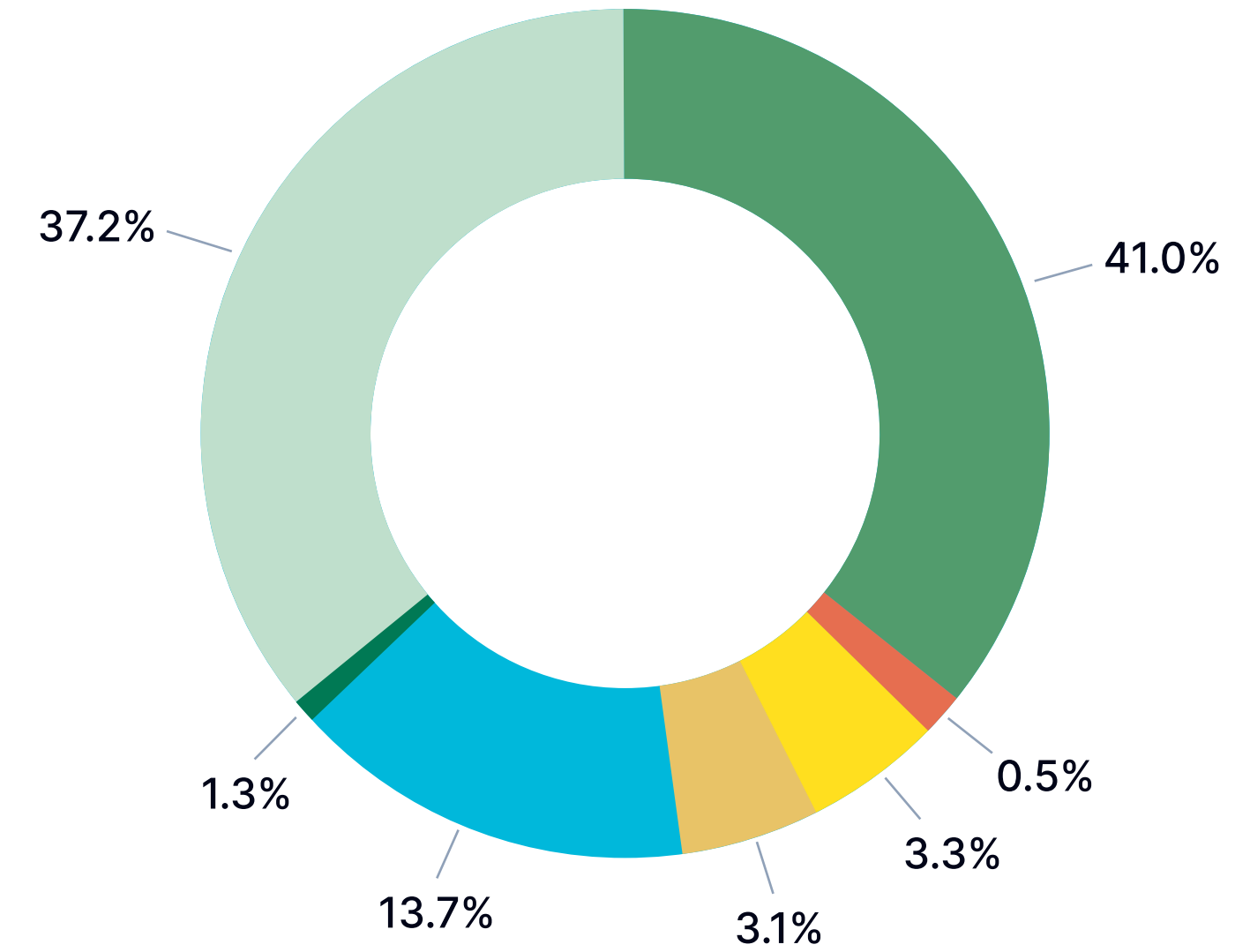
After seeing the success of the pilot program, JLT decided to roll out WVAI's overflow AI technology fleet-wide. Now live on all of JLT's FELs, the AI technology flags, records, and transmits evidence of every commercial overflow that JLT's fleet is servicing. As a result, JLT has captured over \$1MM in bottom-line revenue (EBITDA).

It's important to note that expenses for overflowing containers are incurred regardless of a hauler's overflow policies and procedures. Therefore, any revenues generated from the billing of overflows is a direct EBITDA lift. Additionally, JLT has instituted a right-sizing program, enabling its salespeople to have actionable data to call on customers and offer right-sizing opportunities.



Summary Data For JLT Overflow Detection

- **41.0%** - Overflows Billed
- **37.2%** - Other Overflows Not Billed
- **13.7%** - Marginal Overflows
- **3.3%** - DGS Overflows
- **3.1%** - Exempt
- **1.3%** - Last Exceptions
- **0.5%** - Warnings Sent



Data For The Period

Beginning **July 2023** - Ending **September 2025**

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* Per JLT's overflow billing policy, JLT sends a warning with no bill attached to each customer for their first overflow after implementing the VWAI system.

As such, we expect that the overflows which are captured under warnings will transition to billed going forward.



Key Takeaways

Overflows and contamination have always been problems for haulers. For the first time, AI provides visibility across all generators, enabling these issues to be addressed effectively.

Before implementing WasteVision AI, JLT had to rely on an ineffective process of having its drivers manually document overflowing bins. Participation in this program was practically nonexistent, resulting in substantially all of JLT's overflow pickups going undocumented and unaddressed, resulting in revenue leakage and increased expenses at the MRF and waste disposal facility.

After implementing WasteVision AI, the overflow process was automated, straightforward, and effective.

In the fleet-wide implementation phase, WVAI flagged over 25,000 overflows on 28 FELS, generating an additional \$ 1 million of EBITDA for the hauler and enabling their sales team to have easy upsell opportunities with existing clients.

After we incorporated WasteVision AI into our program, and found that more than 10% of our containers were overloaded, hundreds of lifts per day if you were to extrapolate that fleet-wide. We now identify all of the overflows, and most importantly our customer base has been receptive and agreeable to the additional charges because WasteVision provides irrefutable evidence with time stamped photos. The pictures are not disputable, and ultimately the customer appreciates the close monitoring of their account and bringing light to needed service changes



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