Jewel

Success Story
Tytsjerksteradiel

How Tytsjerksteradiel managed to reduce waste collection days from five to four!

The Frisian municipality of Tytsjerksteradiel was in the midst of a major organizational transition when the new resources policy plan in 2020 called for action. Thanks to the courage to digitize and trust in the people in the field, changes were implemented quickly and effectively. They were given both the space and the responsibility to make the necessary adjustments and that trust paid off.

Germ Vellinga, both driver and planner, shares how Tytsjerksteradiel made a real difference together with Jewel.

Our municipality operates from a clear vision: 'Bold but grounded'. This means there's room for initiative and smart solutions, but always with a focus on what works in practice.

Time to digitize

The new resources policy plan marked a sudden turning point for Tytsjerksteradiel. "The introduction of the new plan brought a major change in collection frequency: residual waste once every three weeks, organic waste weekly from March to November, and every two weeks during the winter period. That required an entirely new planning approach. The existing routes were no longer suitable and had to be completely revised," says Germ.

Germ emphasizes, "The old way of working with scattered lists and verbal handovers was no longer sustainable. Making changes was error-prone and time-consuming. Plus, communication with drivers could definitely be improved."

While searching for a suitable solution, Germ came across Jewel, a provider of smart software for waste collection, public space management, and winter services. The software immediately appealed to him due to its practical approach and clear interface. After consulting with the policy advisor at the time, Tytsjerksteradiel decided to move quickly. Speed was crucial and Jewel could deliver.

Speed was essential and Jewel made it possible!

Digitisation takes courage

Although there was little resistance to the rollout beforehand, it still felt a bit tense in the beginning: would everything be ready on time, and would the new routes work as hoped? Germ looks back: "Initially, the plan was to preserve as many of the existing routes as possible, but in practice, that just didn't work. We would have had to drive inefficient and complicated detours in many areas, and that simply wasn't practical or manageable!"

After consulting with the policy team, they decided to take a different approach. "In the end, we started from scratch with designing the routes," Germ continues. "By letting go of what no longer fit, we gave ourselves the space to build something logical, practical, and future-proof from a clean slate." With Jewel as a reliable partner, the process ran smoothly. "The new routes made sense, and in the end, everyone was very happy with the outcome. What really helped was that the municipality could largely configure the system themselves, based on practical needs," Germ explains.

The support from Jewel gave us confidence

To get the most out of the new software system, Germ and a policy advisor followed a short training session, provided by Remco, Collection Expert at Jewel. "He explained everything clearly, took plenty of time, and was always available for questions. That kind of support really gave us confidence," says Germ. While the policy advisor set the framework, Germ configured the system and built the routes. "Working with Jewel was smooth and efficient: short lines of communication, direct support, and tailored guidance," says Germ. Still, the real strength lay within the team itself. Germ and his colleagues took the lead and configured most of the system independently.

A dual perspective

Because Germ uses the software both as a planner and as a driver, he sees the system from two perspectives. That dual role provides insights that others might not notice as quickly. He sees how the system helps improve efficiency and save time. Thanks to the use of Jewel, Tytsjerksteradiel has reduced its waste collection from five to four days. The freed-up Friday is now used for meetings, vehicle maintenance, and as a catch-up day around public holidays. As a result, the municipality rarely needs to operate on Saturdays anymore. Every four weeks, two paper collection routes are carried out using two vehicles. "If a decision is made to collect more paper, that can also be scheduled on Fridays. So we're already prepared for the future," says Germ.

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Waste collection now runs much more effectively and efficiently.
Germ highlights his favorite features:

- Drivers can easily report issues they encounter during collection, allowing for immediate adjustments.

- Features like real-time monitoring, map view, and route progress tracking help improve efficiency and prevent mistakes.

- Even colleagues who are less digitally skilled can use the system with ease. Jewel is logically structured and simple to use in practice.

Germ also notices that collaboration between drivers has improved. What he values most is the ability to work together directly, without needing to make phone calls. Through Jewel, you can see where your colleague is, what's on the route, and even which side of the road the containers are placed on.

A great example: Germ was working with a temporary driver who had never used Jewel before. He told him, "You'll see me appear on your screen once I'm done, I'll take come help you out" Without any phone calls or instructions, they completed the route together. Later, Germ asked what the colleague thought. His response: "Really impressive and convenient!"

Looking ahead

Until early 2025, Tytsjerksteradiel was working in partnership within a shared services organization. Germ explains, "At the beginning of 2025, that collaboration ended and we became fully independent again. That gives us more freedom to make decisions quickly and improve." He believes this renewed decisiveness suits the municipality well. "We have a down-to-earth, practical culture with short lines of communication. And there's a lot of room for initiative." In the work area, ranging from narrow village streets to open countryside, a small team handles waste collection for 14,000 households. Both the working method and the software have been adapted to fit local practice: clear, flexible, and effective.

Looking back on the entire process, Germ describes it as a positive and educational experience. The team is proud to have gotten the new routes up and running in a short amount of time. Germ emphasizes, "That was possible thanks in part to Jewel. The collaboration went smoothly, and the system worked as expected. Our confidence in the approach has only grown."

The use of Jewel has led to more efficient planning, fewer errors, and less reliance on verbal communication. Tytsjerksteradiel saves time in both preparation and execution of waste collection. Planners and drivers now have better insight and can respond more quickly.

Tytsjerksteradiel sees Jewel playing an important role in the long term. The municipality wants to continue professionalizing and digitizing, and with Jewel as a foundation, there's room to keep growing.

Discover what Jewel can do for you

We would love to tell you more!

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