



# LRS ENABLES SCALABILITY AND SUSTAINABILITY WITH ADP LYRIC HCM



LRS is one of the largest privately held waste and recycling companies in the United States, operating more than 50 sites across five states. As one of America's leading waste diversion, recycling and portable services providers, LRS is focused on pioneering a new path forward in sustainability and service.

Between 2018 to 2023, LRS completed more than 50 acquisitions, but rapid growth brought increasing strain on its legacy HR infrastructure. With plans to reach \$1 billion in revenue in the next few years, leadership recognized that sustainable growth would require transforming its HR infrastructure and turned to ADP Lyric HCM to help them quickly and compliantly scale.

## BUSINESS CHALLENGES

➔ Manual, paper-based HCM processes were time-consuming, lacked necessary compliance guardrails and made it difficult to efficiently integrate acquisitions

➔ Limited access to data and insights made it challenging to manage daily operations or build accurate projections to support aggressive growth

➔ High turnover drove significant costs

## QUICK FACTS

**Company:** LRS

**Industry:** Waste Management

**Employees:** 2,300

**Headquarters:** Rosemont, IL

**ADP Products:** ADP Lyric HCM



**Matt Spencer**  
Chief Executive Officer



**Kate Daly**  
Chief Human Resources Officer



**Dr. Robert Rustman**  
Vice President,  
Human Resources



**Janet Haas**  
Vice President,  
Talent Acquisition

"It [Lyric] has made onboarding more efficient, and it's also eliminated a lot of paper. In our world, being a sustainable company, that's very important to us. And, from a compliance perspective, we have much better tracking now."

— **Dr. Robert Rustman**  
Vice President, Human Resources



Before embarking on a human capital management (HCM) transformation, LRS relied on manual, paper-based workflows for onboarding, documentation and employee management. Leaders in the field had little visibility into workforce data, often depending on spreadsheets or calls to HR for basic metrics like headcount or turnover. Labor is LRS's largest expense, so having access to this data is essential. Through its implementation of ADP Lyric HCM, LRS combined hiring, onboarding, workforce management, payroll and other key functions into a unified HCM system that delivers a single source of truth for workforce data. Highly configurable and seamless workflows support their growth strategy, enabling them to fully integrate new acquisitions within 30 days.

Having a majority of its workforce in the field without computer access, the mobile app proved to be a game-changer. Managers now have on-the-go access to everything from open requisitions to timecards, empowering them with everything they need to run their business at their fingertips. Mobile onboarding eliminated paper forms, reducing onboarding time from 10 days to six, a 40% reduction.

## POSITION MANAGEMENT DELIVERS COST SAVINGS

Waste management is a high-turnover industry and LRS lacked easy access to the workforce data needed to manage staffing or evaluate potential acquisitions. Prior to implementing Lyric, turnover in key frontline roles was estimated at 45%. Most attrition occurred within the first year of employment, driving significant recruiting and training costs. Leadership recognized that improving onboarding, visibility and internal mobility would be critical to retention and the execution of its aggressive growth plans.

For LRS, hiring was reactive, and limited career visibility for internal talent further increased turnover risk. Position management and salary benchmarking, key features built into Lyric, enable strategic workforce planning for existing properties and more accurate budgeting of labor costs for potential acquisitions. Real-time dashboards give managers visibility into headcount, turnover and open roles. Instead of hiring reactively, leaders can align hiring to forecasted needs, preventing overstaffing and reducing the risk of reductions in force. Plus, employee visibility into internal career opportunities has driven internal mobility, further reducing turnover. Chief Human Resources Officer Kate Daly says, "If we drill down into turnover and look at our frontline employees, drivers, laborers and operators, we've been able to reduce the turnover among that group by almost 12% year over year, and we estimate that saved us close to \$750,000."

## COMPLIANTLY MANAGING COMPLEXITIES

With both union and nonunion workforces and seven collective bargaining agreements across five states, LRS manages a highly complex labor environment in one of the most safety-sensitive industries in the world. The Department of Transportation has stringent overtime regulations, requiring close monitoring of driver hours. The mobile app provides real-time access to timecards and schedules so managers can proactively monitor and adjust staffing, reducing overtime by 18% while strengthening service reliability and minimizing compliance risk.



Turnover  
**decreased by 12%**  
in key frontline roles



**\$750,000** in  
annual savings from  
reduced recruiting  
and training costs



**True visibility**  
into workforce needs  
prevented overstaffing  
and workforce reductions

Prior to Lyric, LRS was decentralized with paper records in each of its locations in multiple states. Documents are now centralized in a single, streamlined system, making it easy to respond to audits and help maintain compliance. Audit preparation time has gone down by 60% and the elimination of paper files supports the organization's focus on sustainability. Vice President of Human Resources Robert Rustman says, "It [Lyric] has made onboarding more efficient, and it's also eliminated a lot of paper. In our world, being a sustainable company, that's very important to us. And, from a compliance perspective, we have much better tracking now."

## INNOVATION DRIVES BUSINESS IMPACT

For LRS, any new technology platform must be intuitive and accessible to drive adoption. Lyric stood out with its user-friendly, search-based interface, configurable workflows and seamless mobile access.

Through its partnership with ADP and implementation of Lyric, LRS transformed HR into a strategic growth enabler. The financial impacts, from retention savings to improved labor forecasting, have provided LRS with tighter monetary controls, freeing up dollars to reinvest in growth. Together, these outcomes improved profitability, reduced financial waste and provided leadership with consistent, data-driven insights for strategic decision making. More importantly, LRS now has a scalable HCM platform that supports its aggressive growth strategy while keeping sustainability, safety and people at the center of the business.

Chief Executive Officer Matt Spencer says, "Our goal is to grow by 8.6% next year. From a revenue standpoint, the industry average is somewhere between 4.5% to 5.5%, so we're almost doubling the growth trajectory of the industry, and we can't do that if we don't have a strong human capital management system. As we acquire, win new work and bring people into the organization, ADP will certainly help us do that."

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