

To the Mayor and Members of the City Council

August 5, 2025

Page 1 of 5


SUBJECT: WASTE MANAGEMENT SERVICE LEVELS FOR RESIDENTIAL SOLID WASTE COLLECTION

The purpose of this informal report is to provide an update on service levels for residential solid waste collections, which include garbage, recycling, yard waste, and bulk waste.

Background

In 2002, the City of Fort Worth transitioned solid waste collection services from City-operated crews to a third-party contract provider system. WM (Waste Management) is the current contract provider. The current contract with WM, City Secretary Contract No. 28358, is valid through March 31, 2033. As of July 1, 2025, there are approximately 263,700 residential accounts serviced by WM in Fort Worth. WM typically schedules 126 routes daily across the four lines of service: garbage, recycling, yard waste, and bulk waste.

Table 1 shows the number of residential collection routes, by weekday, to be completed by WM.

Table 1: Number of Scheduled Residential Collection Routes by Weekday

WM Residential Routes	Garbage	Recycling	Yard	Bulk	Total
Monday	45	39	22	18	124
Tuesday	46	40	22	18	126
Wednesday	46	40	22	18	126
Thursday	46	40	22	18	126
Friday	46	40	22	18	126
TOTAL PER WEEK	229	199	110	90	628
TOTAL PER MONTH	916	796	440	360	2,512

Table 1 shows the number of residential collection routes scheduled by WM for each weekday.

Continued Focus on Customer Service

Exceptional customer service remains a top priority for the Environmental Services Department and its contractors. City staff and WM are committed to providing residents with consistent, high-quality service. In recent months, WM equipment challenges have created some service level issues that have resulted in incomplete routes and missed collections for residential customers. WM is assessing existing route sizes and seeks to add routes accordingly to better support service levels and rapid city growth. The goal is to maintain a network of routes that can be completed on a consistent basis within contract requirements. Environmental Services and WM staff continue to engage in daily conference calls to review each day's operational progress. Each evening, staff receive a report of any incomplete routes for the day to support communications to residents. Environmental Services has also added a Customer Solutions Analyst to the Solid Waste Division to focus on delivering exceptional customer service, working closely with WM operations, and supporting City field staff in resolving complex challenges.

To the Mayor and Members of the City Council

August 5, 2025

Page 2 of 5



SUBJECT: WASTE MANAGEMENT SERVICE LEVELS FOR RESIDENTIAL SOLID WASTE COLLECTION

Residential Collections Performance Metrics and Management

The Environmental Services Department measures service level and performance with three key performance metrics to support residential solid waste collections:

- 1. Incomplete Routes
- 2. Reported Missed Collections
- 3. Solid Waste Service Requests to the 311 Fort Worth Contact Center

Environmental Services staff, with support from WM, have launched a public-facing dashboard to report on these metrics. An overall performance letter grade is assigned monthly.

Figure 1 shows the Solid Waste Residential Collection Dashboard with data from January 2025 through June 2025.

To access the Solid Waste Key Metrics section of the dashboard, residents can visit the Environmental Services Department home page on the City of Fort Worth website. Once the dashboard is open, residents can select the Solid Waste tab at the bottom.

Figure 1: Solid Waste Residential Collection Dashboard (January 2025 – June 2025)

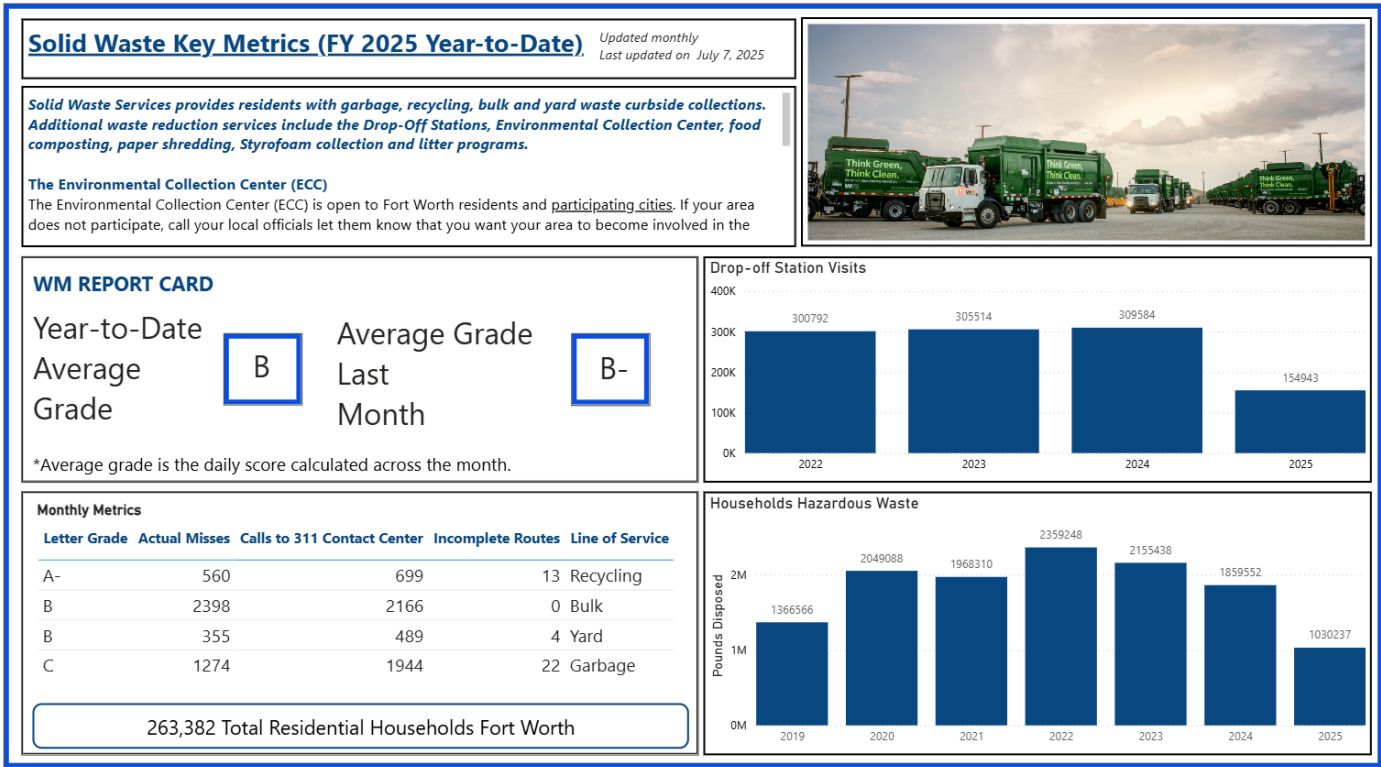


Figure 1 shows key solid waste residential collections metrics for Q1 and Q2 of FY25 (January 2025 - June 2025).

To the Mayor and Members of the City Council

August 5, 2025

Page 3 of 5



SUBJECT: WASTE MANAGEMENT SERVICE LEVELS FOR RESIDENTIAL SOLID WASTE COLLECTION

Table 2: Incomplete Routes by Line of Service (Dec. 2024 – June 2025)

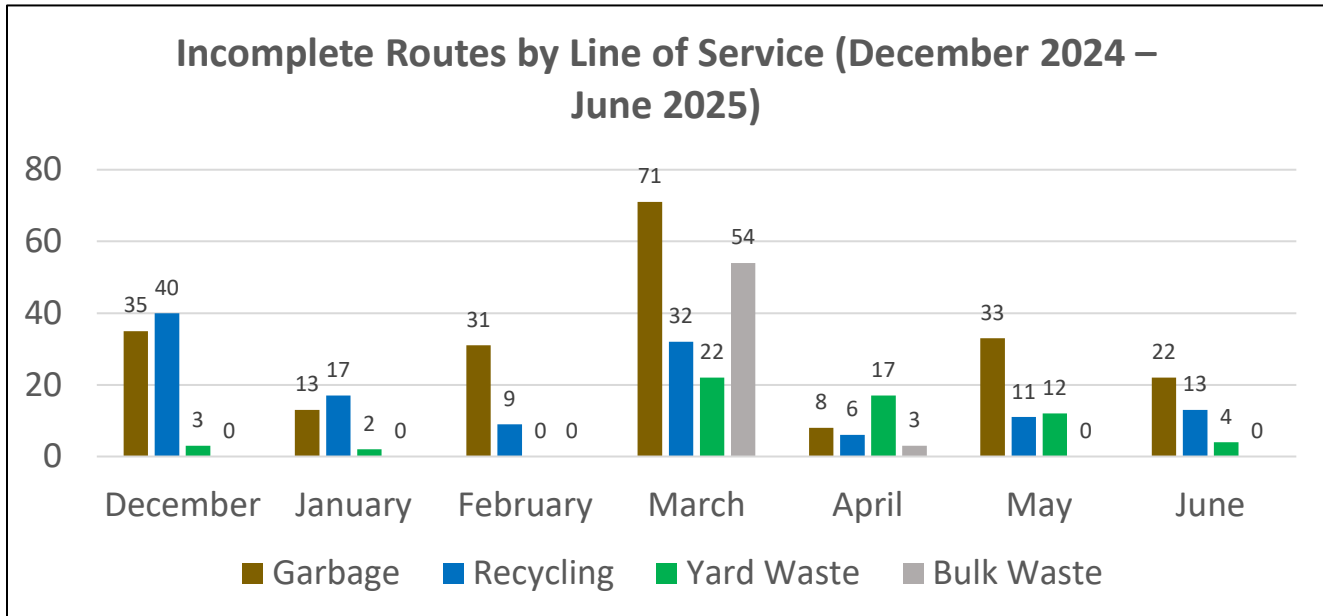


Table 2 shows the monthly incomplete routes by line of service between December 1, 2024, and June 30, 2025. An incomplete route is any route that is not completed on the day it is scheduled to be completed. For bulk routes, it is any route that is not completed within the week it is scheduled to be completed. The monthly average suggests that 97% of scheduled routes are completed on time. Equipment repairs and right-sizing routes will continue to assist with improving route completions on time.

To the Mayor and Members of the City Council

August 5, 2025

Page 4 of 5



SUBJECT: WASTE MANAGEMENT SERVICE LEVELS FOR RESIDENTIAL SOLID WASTE COLLECTION

Table 3: Reported Missed Collections by Line of Service (Dec. 2024 – June 2025)

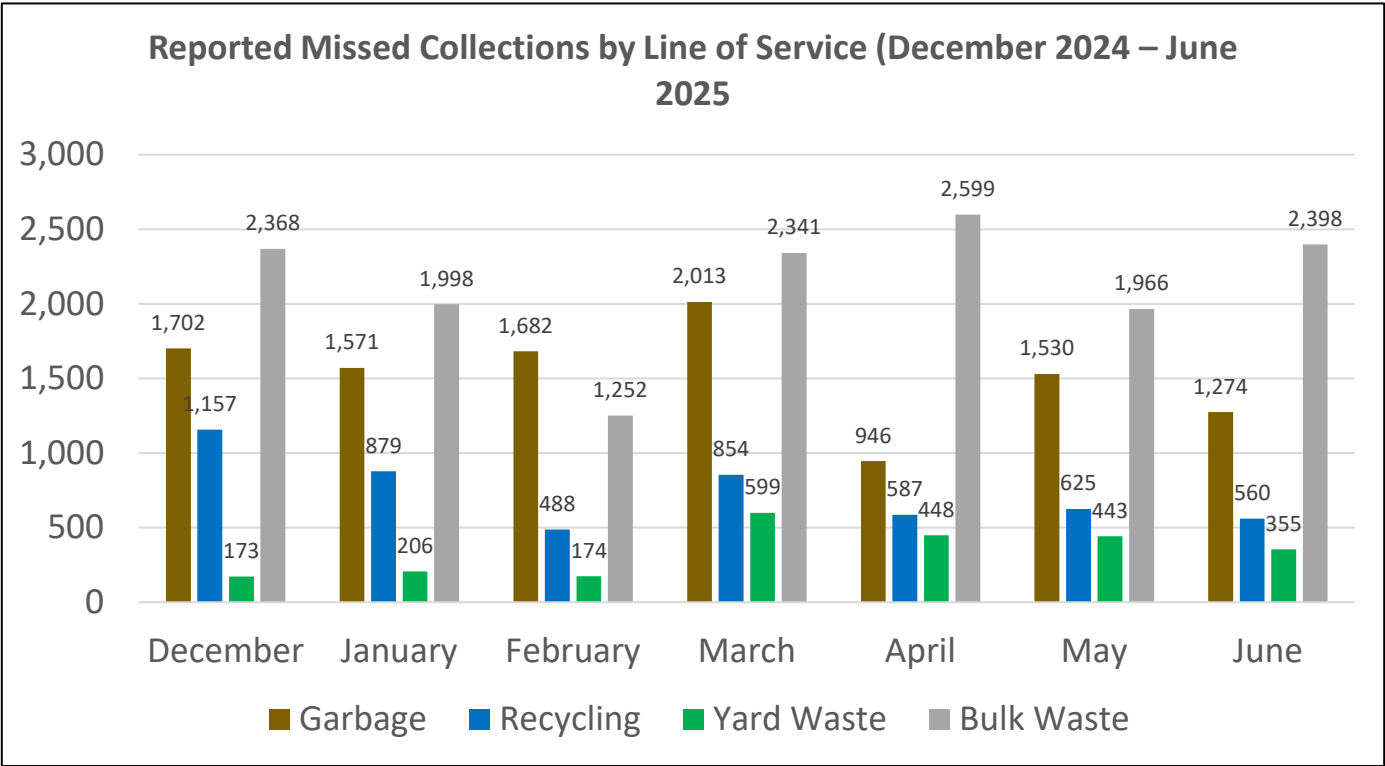


Table 3 shows the monthly missed collections reported to the 311 Fort Worth Contact Center between December 1, 2024, and June 30, 2025. A missed collection for garbage, recycling, or yard waste is reported within 24 hours of the day it is scheduled to be completed. For bulk routes, it is reported within 24 hours of the end of the week it is scheduled to be completed. The monthly average is currently 4,741 missed collections per month. Since missed collections directly correlate with incomplete routes, equipment repairs and right-sizing will help reduce missed collections and related reports.

To the Mayor and Members of the City Council

August 5, 2025

Page 5 of 5



SUBJECT: WASTE MANAGEMENT SERVICE LEVELS FOR RESIDENTIAL SOLID WASTE COLLECTION

Table 4: Solid Waste Service Requests to 311 Contact Center (Dec 2024 – June 2025)

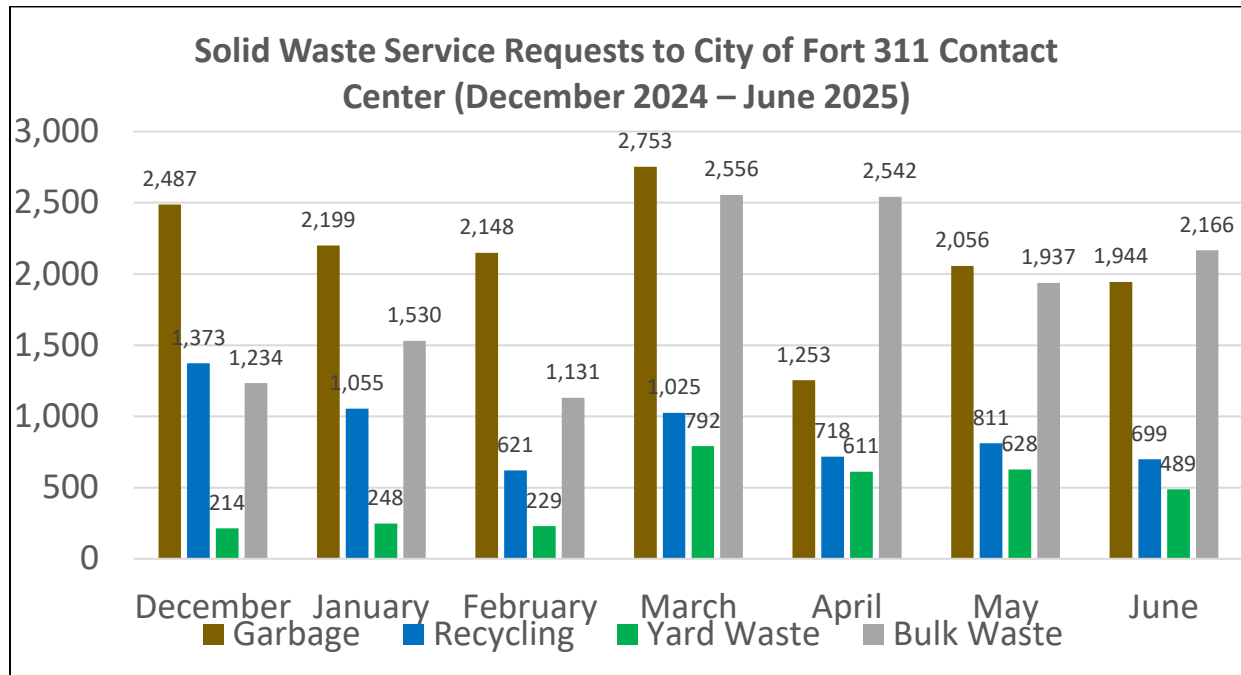


Table 4 shows monthly service requests to the 311 Fort Worth Contact Center between December 1, 2024, and June 30, 2025. Requests for services can vary, but the majority of solid waste calls relate to missed collections. The monthly average is currently 5,350 service requests per month.

Reporting Service Level Issues

Reporting missed collections and related issues to the 311 Fort Worth Contact Center is the most efficient method to resolve issues. Missed collections for garbage, recycling, and yard waste must be reported within 24 hours after the scheduled collection day. For example, missed collections on Monday must be reported by 6:00 p.m. on Tuesday.

Download the Fort Worth Garbage & Recycling app on your smartphone for notifications and to view your collection schedule. Also, download the MyFW app on your smartphone, and contact the 311 Fort Worth Contact Center to report solid waste service issues:

- Use the [MyFW App](#).
- Call (817) 392-1234 or text **HELLO** to 817-835-MYFW (6939)
- Email 311@fortworthtexas.gov, or chat online

For questions regarding the information in this report, please contact Jim Keezell, Assistant Environmental Services Director, at (817) 392-5153.

Jesus “Jay” Chapa
City Manager