

To the Mayor and Members of the City Council

April 28, 2026

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SUBJECT: FY26 MID-YEAR UPDATE FOR RESIDENTIAL SOLID WASTE COLLECTIONS

The purpose of this informal report is to provide an update on service levels for residential solid waste collections. As of April 1, 2026, Waste Management (WM) services approximately 267,861 residential accounts through the City of Fort Worth’s residential collections program. Each day, about 126 routes are scheduled across four service lines garbage, recycling, yard waste, and bulk waste, totaling more than 3.5 million scheduled collections each month citywide.

Customer Service Strategies

Exceptional customer service remains a top priority for the Environmental Services Department and its contractors. Environmental Services and WM staff continue to hold daily coordination calls to review operational performance and report on service levels. In addition, the department has deployed a field solutions team model, with eight City staff members positioned across four drop-off stations to ensure rapid response times and promptly address customer concerns as they arise.

Performance Metrics

Environmental Services and WM measure performance with three key metrics on an online dashboard:

1. Incomplete Routes
2. Missed Collections (Garbage, Recycling, Yard Waste or Bulk Waste)
3. Solid Waste Service Requests to the 311 Fort Worth Contact Center

The metrics dashboard can be viewed here: <https://www.fortworthtexas.gov/env>. The table below presents key metrics between October 1, 2025 and March 31, 2026, by month, and with monthly averages. Data indicates consistent completion of routes and relatively few missed collections with respect to service area.

Table 1: Solid Waste Collections Metrics from October 1, 2025, to March 31, 2026

WM Dashboard KPIs	Oct 2025	Nov. 2025	Dec. 2025	Jan. 2026	Feb. 2026	March 2026	Monthly Average
% of Routes Completed On-Time	99.52%	97.37%	99.04%	99.16%	99.40%	99.92%	99.06%
Missed Collections	4,409	2,735	2,471	1,825	2,489	2,690	2,770
Solid Waste Service Requests to 311 Contact Center	4,494	4,360	3,545	2,947	3,197	3,821	3,727

Table 1 presents residential solid waste collections program metrics for October 1, 2025 – March 31, 2026.

Emergency Preparedness for Storm Debris Response and Recovery

Each Spring and Summer, North Texas residents may experience high winds and storm events that result in storm debris, such as broken tree limbs. If a residential account holder has storm debris, it is recommended to carefully place materials for regularly scheduled yard waste and bulk

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waste collections. As a reminder, separate WM trucks collect yard waste and bulk waste on separate, scheduled collection days. Drop-Off Stations may also be utilized.

Environmental Services staff coordinate closely with all City departments, including the Department of Emergency Management & Communications, to support storm debris preparedness and response during extreme weather events. In the event of a major storm, the immediate priority is to ensure public safety and clear critical transportation routes. Storm debris collection may take several days to several weeks, depending on the extent of impacts and the community's recovery timeline.

ReadyFW Notification System

Public safety is a top priority for the City of Fort Worth. Time-sensitive alerts and updates are provided by the Office of Emergency Management before, during, and after storm events. Residents are encouraged to opt in to the City's **ReadyFW** notification platform to stay informed and connected. **ReadyFW** is Fort Worth's official alert system, delivering real-time, citywide notifications and critical updates to help keep our community safe and resilient.

Learn how to register for **Ready FW** by scanning the QR Code below:



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

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