

**To the Mayor and Members of the City Council****November 15, 2022**

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**SUBJECT: RESIDENTIAL SOLID WASTE COLLECTION ROUTE
ADJUSTMENTS**

The purpose of this Informal Report is to provide an update on the residential waste collection services route changes that were implemented the week of November 7, 2022 and impacted all Council Districts.

Currently residents of Fort Worth receive the following four (4) services as part of their garbage collection services. The City's vendors, Waste Management and Knight Waste Services, provide a combined 3.3 million service touches to 250,000 customers monthly.

- Garbage Collection – once a week
- Recycling Collection – once a week
- Yard Waste Collection – once a week
- Bulk Collection – once a month

The City of Fort Worth is growing and experiencing increased rates of residential household growth that has not been equally distributed throughout the city. This led to an imbalance of collection routes where some routes have far more households than others. This imbalance results in longer collection times and increased service issues that make it difficult for our vendors to meet customer service expectations.

Year	Households
2013	205,083
2022	250,190
Increase	22%

Problem:

- Tuesday has the largest volume of customers and service-related issues.
- Since July 1, 2022, there have been 57 trash routes not completed and 71 recycle routes not completed on Tuesday.
- Current Tuesday routes have 56,678 customers compared with 44,400 to 50,800 on the other collection days of week.
- Anticipated growth in next 12 months for Tuesday routes would bring the house count to 58,800 without route adjustments.

Solution:

- Changing routes for 78,849 of the 250,000 residential households will help rectify the service-related issues; this change impacts 33% of the households being served.
- Goal is to balance out the routes, removing an estimated 10,000 homes off Tuesday.
- Friday routes will increase slightly, but the routes will be closer to the landfill and will require less travel time.

Benefits:

- Improved services, especially those in areas of high growth.
- Contractor commitment of up to 20% improvement in missed collections per new contract.
- Rebalancing of routes makes for more efficient collection and less missed collections.
- Future growth will continue to be managed by appropriate rebalancing of routes.
- City continues to emphasize a commitment to customer service as a priority with City Refuse and Recycling contractors.

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- Waste Management began working on this change in July 2022.
- Solid Waste staff worked along-side Waste Management during the entire process and will ensure that future reroutes will be communicated to Mayor and Council in a timelier manner, and ahead of resident outreach.
- Primarily the areas of concern are in the Northeast and Northwest sections of the City, which are currently Monday and Tuesday routes respectively.
- All households and Council Districts were reviewed and analyzed.

Communication:

- Postcards were sent to impacted households the week of October 31. A second round of cards went out the week of November 7th and a third round will be distributed on November 14th.
- Call Center extended their hours to 8 p.m. beginning in September and running through November 21st. Hours will remain extended if necessary.
- Call Center is available via phone, text, email, or chat.
- MYFW app is available to all residents.
- Targeted social media messaging has been sent to impacted areas.
- Updates were provided to Council District Aides and to Home Owners Associations.
- Solid Waste staff will monitor old route areas and provide literature on route changes to residents, e.g., will drive routes and tag carts with new collection day information.
- City website, OneAddress, and the Recollect app for trash services were updated.

For questions regarding this information, please contact Valerie Washington, Assistant City Manager at Valerie.washington@fortworthtexas.gov or Brandon Bennett, Director of the Code Compliance Department at Brandon.bennett@fortworthtexas.gov.

David Cooke
City Manager