INFORMAL REPORT TO CITY COUNCIL MEMBERS No. 26-0019

To the Mayor and Members of the City Council

January 27, 2026

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. As of January 1, 2026, there are approximately 267,715 residential accounts serviced by Waste Management (WM). WM typically schedules 126 routes daily across all four lines of service: garbage, recycling, yard waste, and bulk waste. This equates to more than 3.5 million collection attempts per month in Fort Worth.

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 engage in daily conference calls to review each day's operational progress and to report on daily service levels, each morning and evening. Environmental Services has also deployed a field solutions team model with eight (8) existing City staff members based across four drop-off stations to support rapid response times and to assist with resolving customer issues quickly when they arise.

Performance Metrics

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

1. Incomplete Routes
2. Missed Collections
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 from June 1 – December 31, 2025 by month and with monthly averages. Data indicate continued improvement to service levels with fewer missed collections and fewer service request calls to the Fort Worth 311 Contact Center.

Table 1: Solid Waste Collections Metrics from June 1, 2025 to December 31, 2025

WM Dashboard KPIs	June 2025	July 2025	Aug. 2025	Sept. 2025	Oct. 2025	Nov. 2025	Dec. 2025	Monthly Average
% of Routes Completed On-Time	98%	97%	98%	97%	99%	97%	99%	**98%**
Missed Collections	4,587	4,813	5,259	5,638	4,409	2,735	2,471	**4,273**
Calls to 311 Contact Center	5,298	5,641	5,381	6,245	4,494	4,360	3,545	**4,995**

Table 1 presents solid waste collections metrics from June 1, 2025 to December 31, 2025.

For questions regarding the information in this report, please contact Cody Whittenburg, Environmental Services Director, at: (817) 392-5455.

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City Manager

ISSUED BY THE CITY MANAGER **FORT WORTH, TEXAS**