

# Memorandum



CITY OF DALLAS

DATE November 17, 2025

TO Honorable Members of the Quality of Life, Arts & Culture Committee: Zarin D. Gracey (Chair), Laura Cadena (Vice Chair), Adam Bazaldua, Paul Ridley, Bill Roth, Chad West, Gay Donnell Willis

SUBJECT **Update on Alley-to-Curb Transition**

The Department of Sanitation continues to evaluate options for improving the safety and efficiency of residential garbage and recycling collection in Dallas's narrowest alleys. This memorandum provides an update on current activities, including the customer survey now in progress, and outlines the next steps in the alley-to-curb transition effort.

In June 2025, Sanitation briefed the City Council on a revised *Hybrid Approach* that limited the transition of garbage and recycling collection away from alleys with pavement nine feet wide or less, unimproved or semi-improved alleys, and dead-end alleys where safety and efficiency present significant challenges. That plan would have affected approximately 26,000 customers, primarily those with front driveways that provide a reasonable means of moving carts to the curb.

As part of the City Manager's October 1, 2025, directive to pause implementation, staff determined it was necessary to re-examine all alleys with pavement nine feet wide or less to ensure consistency of service and rate structure. This reassessment is necessary because:

- Under the Hybrid Approach, only locations where a majority of homes have front driveways were planned for transition to curbside service, since those customers have a reasonable means of moving carts to the curb.
- Other alleys with the same pavement width but without front driveways were to remain in alley collection.
- With the potential for continued alley service now under consideration, reviewing all alleys with pavement nine feet wide or less is necessary to avoid creating situations where customers under the same operating conditions could be charged different rates for equivalent service.
- This broader review expands the current evaluation to approximately 44,000 customers.

## Customer Communication

Following the City Manager's direction, Sanitation sent notices to affected customers and used other internal communication channels to provide broad awareness of the temporary pause and the forthcoming survey. These communications also reminded customers of the importance of keeping alleys clear of vegetation, tree limbs, and other obstructions

and to follow proper cart placement and spacing requirements. These measures are necessary to maintain access for collection vehicles while alley service continues.

### **Customer Survey**

This month Sanitation is launching a survey to the approximately 44,000 affected customers to gauge their preferences for alley versus curbside collection and to determine whether they would be willing to pay a higher monthly rate to continue alley service in the event it is more expensive to provide. The survey is being actively promoted through both internal City communication channels and external earned media. A social media toolkit is also being provided to City Council Members to help promote the survey through their individual channels.

Survey results will be analyzed by geographic area to identify where there is strong interest in retaining alley service. The goal is to use this information to identify feasible solutions that may allow alley collection to continue in areas where operationally possible and strongly preferred by residents.

### **Next Steps**

Once the survey closes, Sanitation will evaluate the results.

- If survey results do not indicate significant interest in pursuing alternative service models, staff will resume implementation of the Hybrid Approach as briefed to the City Council in June 2025.
- If survey results do indicate significant interest in alternative service models, staff will first update the City Council on the potential rate impacts before beginning any implementation steps.

A City Council briefing is planned for January 2026 to present survey findings and recommendations for next steps.

As with all phases of this initiative, safety and operational efficiency remain the top priorities. Sanitation will continue to keep the City Council informed as this work advances.

If you have questions or need additional information, please contact me at [alina.ciocan@dallas.gov](mailto:alina.ciocan@dallas.gov) or the Director of Sanitation Services, Clifton Gillespie, at [clifton.gillespie@dallas.gov](mailto:clifton.gillespie@dallas.gov).

Service First, Now!

Alina Ciocan  
Assistant City Manager

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