



**City of Dallas**

# **Sanitation Services Performance & Initiatives Update**

**Environment and  
Sustainability Committee  
November 1, 2021**

Jay Council, Director  
Department of Sanitation Services  
City of Dallas

# Presentation Overview



- Background
- 2021 Operational & Business Issues
- Performance Update
- Brush and Bulky Item Separation Pilot Update
- Local Solid Waste Management Plan Update
- New Initiatives for 2022
- Next Steps



# Background



- Sanitation provides recycling and solid waste collection services to approximately 250,000 customers
  - Approximately 2.4 million collection points each month
    - 1 million garbage collection points
    - 1 million recycling collection points
    - 240,000 brush and bulky waste collection points
  - Monthly residential service fee  
\$34.30/month plus tax as of October 1
- Sanitation operates one of the largest landfills in Texas by volume, and one of the largest publicly owned and operated landfills in the United States





# Background



- FY 2021-22 operating budget of approximately \$140 million
- 594 full-time positions and 215 temporary laborer positions
- Approximately 375 vehicles and heavy equipment units
- Two Major Operational Divisions
  - Recycling & Solid Waste Operations
    - Public-facing component
    - Recycling, garbage, brush and bulky waste collections
  - Post-Collection Operations
    - Final disposal component
    - McCommas Bluff Landfill, Materials Recovery Facility, Transfer Stations
- Support Services: Environmental, Safety, Business Operations, Customer Service, Community Affairs



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# 2021 Operational & Business Issues



- **Brush & Bulky Item Collection Delays Due to Winter Storm**
  - Larger than the usual Spring volume of debris set out in March began a cascade of brush collection delays lasting through May
  - 40 contract crews brought in assist with collections
  - Cost of \$5.6 million
- **Garbage and Recycling Collection Delays Due to Staffing**
  - June through August
  - Temporary Laborer Contract
    - Contract on a one-year extension at \$12.38/hour living wage
    - Vendor not awarded new contract
    - Two factors resulted in shortage of helpers
  - Sanitation Truck Drivers
    - Pronounced effect of industry-wide shortage of CDL drivers began in May
    - Operational adjustments made, prioritizing garbage collection, extending workdays and work weeks



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# Performance Update



- Reduction in number of missed collection service requests since peak in June
- New Temporary Laborer Contract effective August 16, 2021
  - Provided an average 95% of required laborers daily
- Staffing goal of 240 truck drivers
  - Approximately 200 in mid-August
  - 222 on staff as of October 27, 2021
  - 15 candidates have received offer letters, in on-boarding process

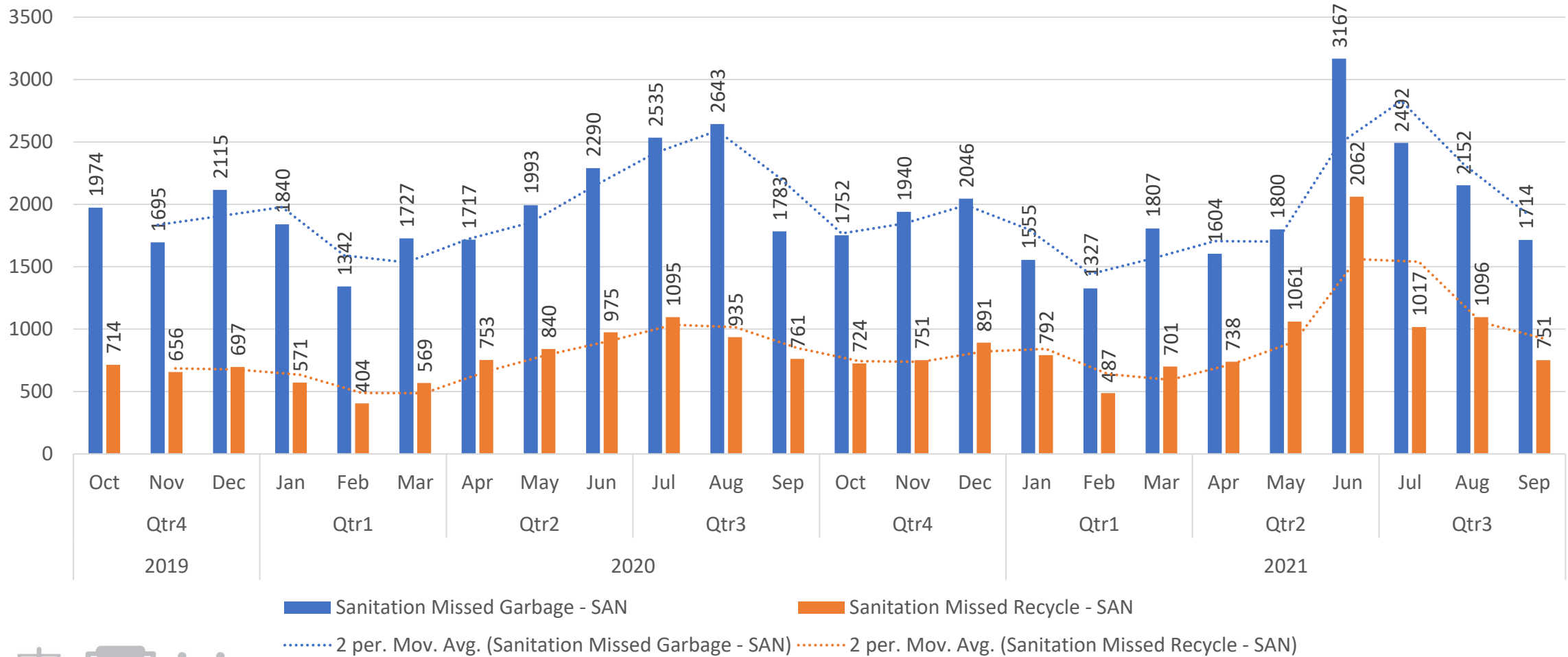




# Performance Update



## Missed Garbage and Recycling Service Requests FY 2019-20 and FY 2020-21



# Performance Update



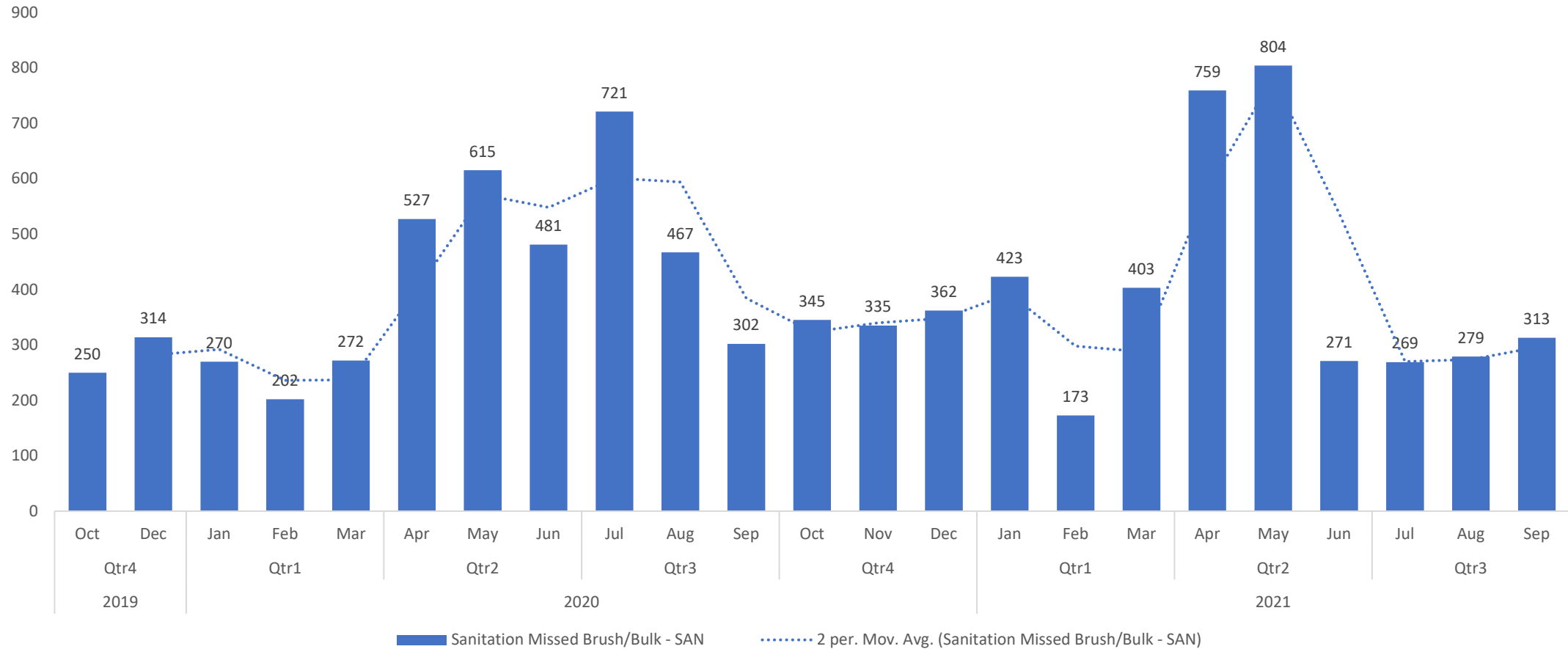
- Brush and bulky waste collections on time since June
  - Supplemental contractor assistance still required
  - Compliance with program guidelines challenging
    - 10 cubic yard limit (once annual 20 cubic yard oversize collection)
    - Prohibited items and placement
- Service provided at a loss over the last several years
  - Increased volumes, labor and equipment costs
  - Cost included in residential fee
- Ongoing discussions with Council on ways to achieve a cost-efficient program aligned with the Comprehensive Environmental and Climate Action Plan (CECAP) goals
  - A 90-day pilot program in 6 neighborhoods began in October



# Performance Update



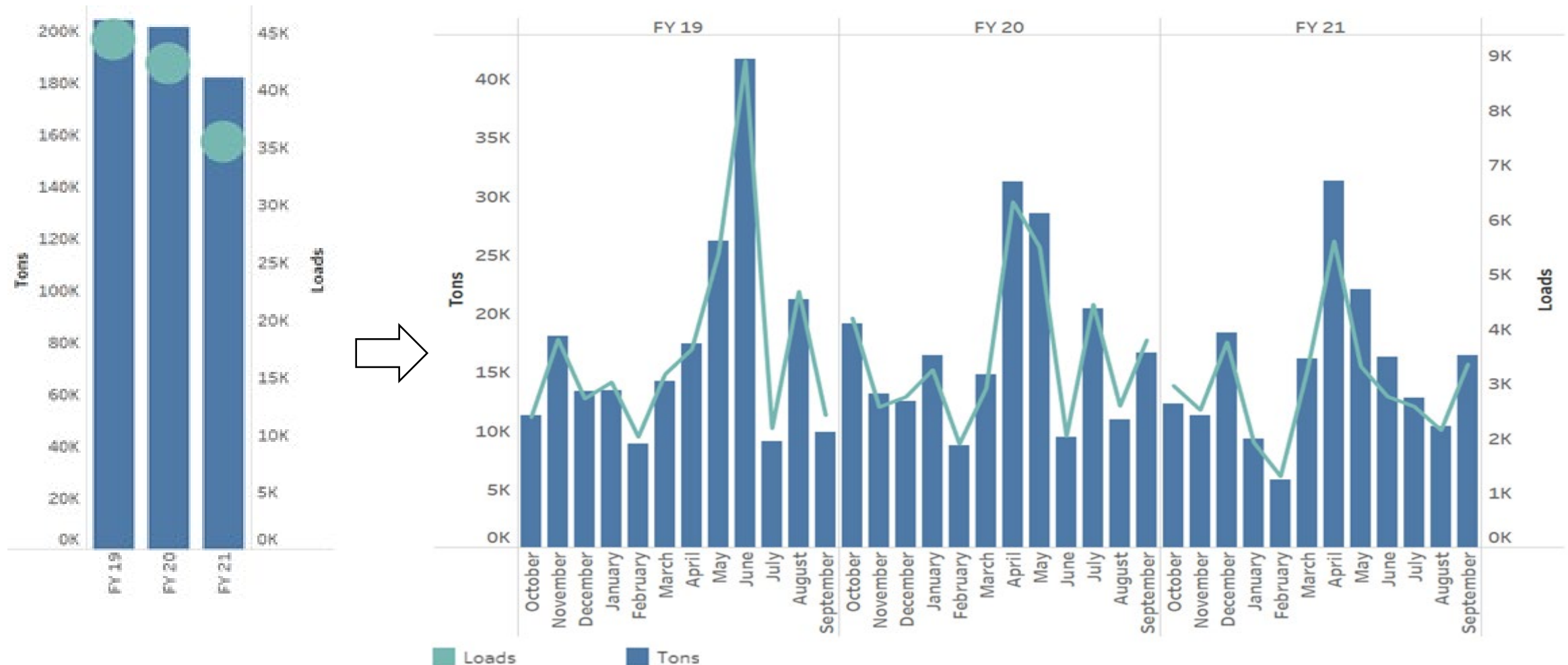
## Missed Brush and Bulky Waste Service Requests FY 2019-20 and FY 2020-21



# Performance Update



## Missed Brush and Bulky Waste Loads and Tons FY 2019-20 and FY 2020-21





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# Brush & Bulky Item Separation Pilot Update



- 6 neighborhoods selected for 90-day pilot from Oct-Dec
- Maintains monthly brush collection
  - Must be free of refuse, construction/demolition debris, and other non-green waste materials
- Bulky item transitions to quarterly service
  - Collected once during pilot program
  - Furniture, appliances, mattresses, other household objects too large to fit in roll cart
  - Bulky items must be placed in a separate pile from brush when both are set out



# Brush & Bulky Item Separation Pilot Update



Oak Park North/Twin Oaks



Ledbetter Gardens/Westmoreland Heights



Highland Hills



Pemberton/Trinity Forest



Casa View Oaks



Schreiber Manor/Forestcrest Estates





# Guidelines

- Brush continues to be collected monthly
  - Small tree limbs, shrubbery, and yard trimmings
- Bulky item collection will occur once during the 3-month pilot period
  - Furniture, appliances (refrigerators removed, if applicable, doors removed from refrigerators), mattresses, other household objects too large to fit in roll cart.
- When bulky items are placed out for collection, they must be placed in a separate pile from brush materials
- The existing 10 cubic yard limit remains in place for the total volume of set out each month
  - A once annual oversize collection of up to 20 cubic yards may be requested by calling 311 the week in advance of collection





# Brush & Bulky Item Separation Pilot Update



- Residents in the pilot neighborhoods were notified in English and Spanish
  - Email to addresses on file for e-billing
  - Paper letters to all homes
  - Door hangers placed at all homes
  - Text messages to all phone numbers associated with billing accounts
  - 6 community meetings held
- Sanitation tagging improper set outs, and making a second pass through the neighborhood 1-2 days later to collect those corrected
  - Residents largely complied with pilot guidelines for October collections



# Brush & Bulky Item Separation Pilot Update



- Residents may take materials to transfer stations or landfill at no charge
- Intent is to have brush materials mulched for beneficial reuse
  - Exploring developing composting program
- Regular monthly brush and bulky item collection will resume in January
  - Sanitation will report to City management and City Council on what was learned and make a recommendation on next steps



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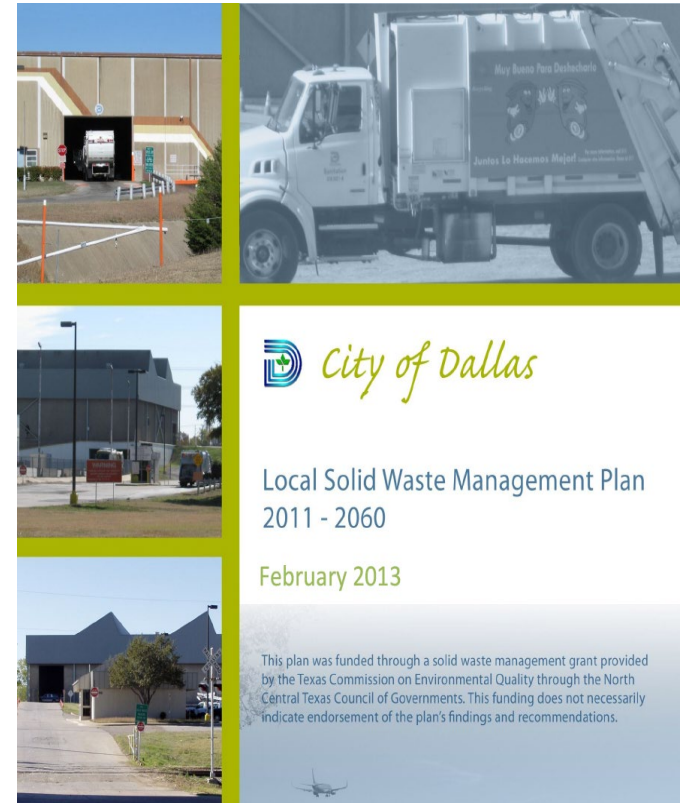
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# Local Solid Waste Management Plan Update



- The purpose of the plan is to identify policies, programs, and infrastructure that will be needed to manage solid waste and recyclable materials generated in the City over the next 50 years
  - Current plan developed beginning in 2011, adopted by City Council in 2013
- Update needed to re-evaluate goals
  - Current system has advanced since 2011 LSWMP
  - Align with CECAP and other multi-department planning efforts
  - Decennial update process began in Spring 2020
- Last update to ENVIS committee in May 2021
  - Updated committee on upcoming system analysis and plan for stakeholder engagement process
- Since last update:
  - Staff interviews, field work and system analysis nearing completion
  - Citywide survey of residents and businesses (English and Spanish) and stakeholder engagement complete
  - In process of evaluating effectiveness of 2011 LSWMP implementation strategies, establishing updated goals, and identifying alternative strategies for evaluation





# Stakeholder Engagement Results (to date)



- 5,500+ survey responses (includes single-family, multi-family and commercial respondents)
- Approximately 6,800 visits to LSWMP Update webpage
- Completed seven stakeholder engagement meetings
  - Three neighborhood groups, Dallas Regional Chamber, Texas Restaurant Association (Greater Dallas Chapter), Apartment Association of Greater Dallas, Texas Campaign for the Environment
- Completed interviews with multiple City departments and stakeholders
  - SAN, DWU, OEQS, Economic Development, Dallas County, Development & Sustainability, Code Compliance

**WE NEED YOUR INPUT ON  
DALLAS' LOCAL SOLID WASTE  
MANAGEMENT PLAN**

Learn more and take the survey online at

**DALLASZEROWASTE.COM**



Your input is important and will be used to inform decisions about Dallas' solid waste and recycling programs as well as future opportunities to reduce waste destined for the landfill.



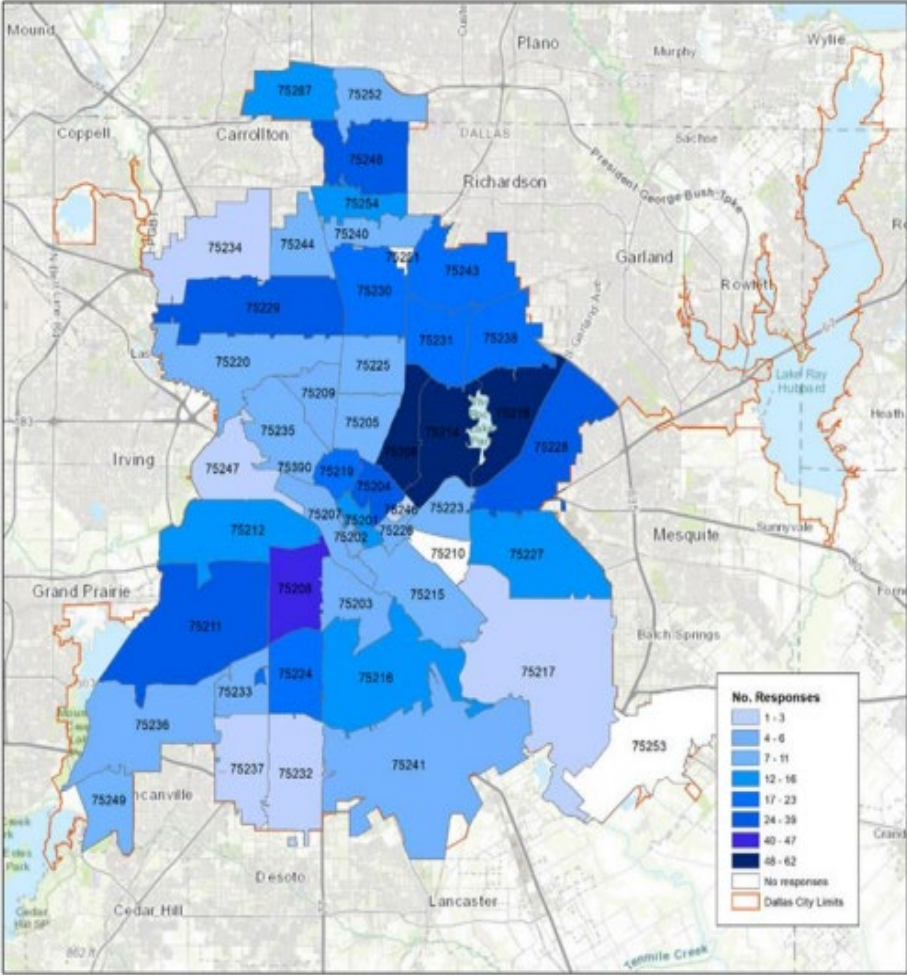
**Sanitation**



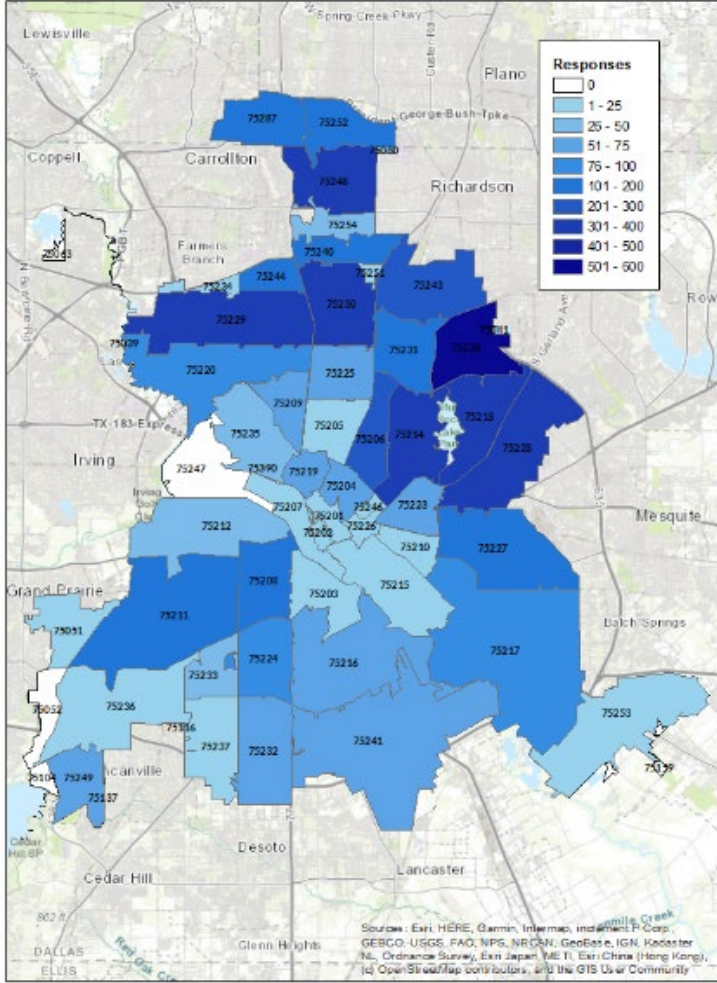
# Building on CECAP Stakeholder Engagement



## DISTRIBUTION OF SURVEY RESPONSES



CECAP

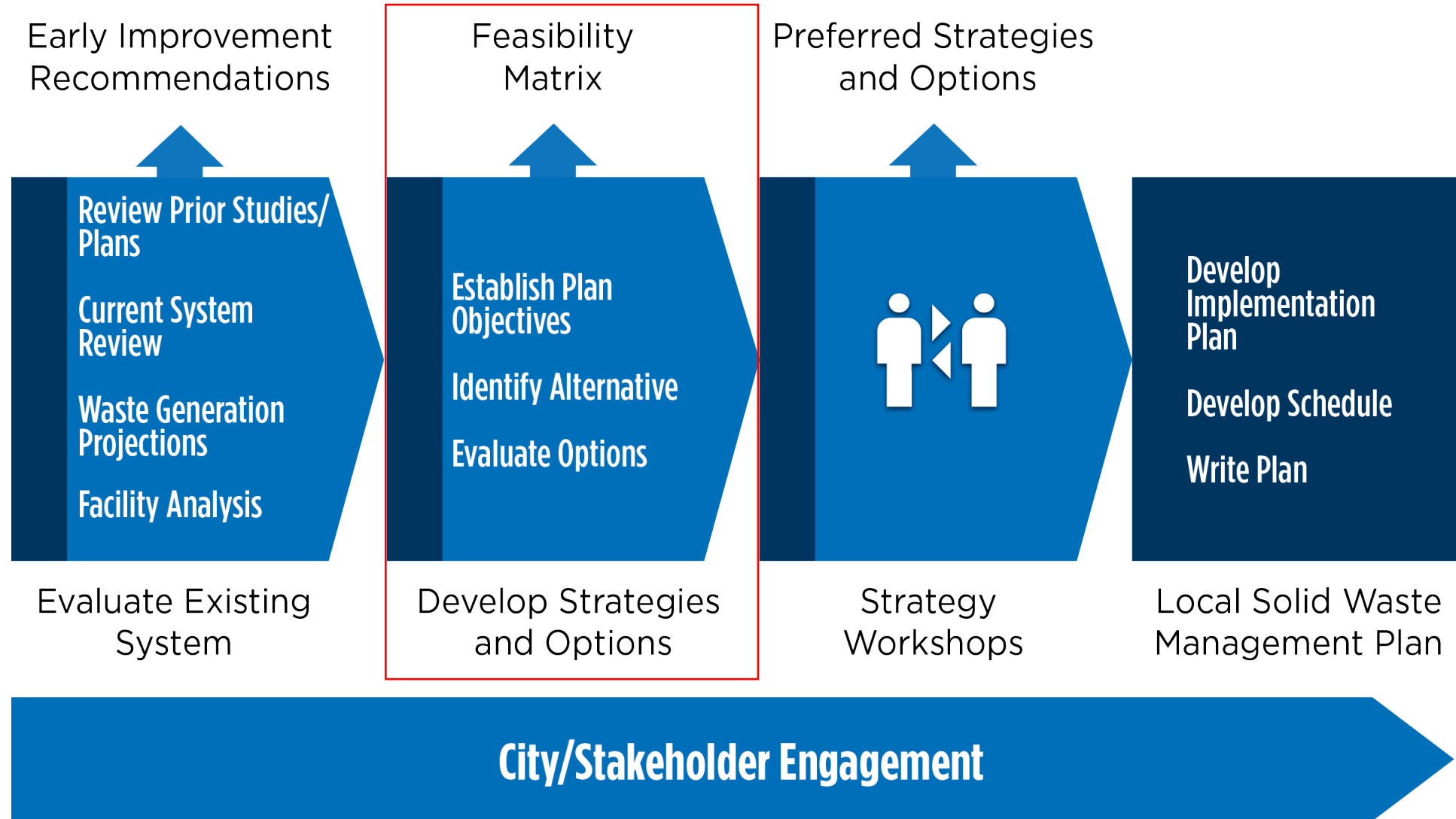


LSWMP Update





# LSWMP Update Development Progress



# Next Steps in LSWMP Update Development



- Finalize results of the current system and facility capacity analysis
- Evaluate effectiveness of 2011 LSWMP implementation, update goals and determine future strategy options
- Continue stakeholder engagement efforts
  - Re-engage community stakeholders in early 2022
  - Identify community meetings and events to share information (with help from ENVIS committee/council to identify opportunities)
  - Share results of current system analysis and collect feedback on future strategy options
- Evaluate options for the City's future solid waste management needs
- Develop 5-year implementation/funding plan
- Submit LSWMP Update for council adoption





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# New Initiatives for 2022



- Implement an organizational reroute that balance all routes and service days
- Change from a 4/10 to a 5/8 work week to improve service delivery, reduce overtime, and reduce the need for contract labor
- Continue to shift from manual to automated collection vehicles, further reducing the need for temporary labor



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# Next Steps



- Evaluate the viability of monthly brush and quarterly bulk trash collection for citywide implementation
- Develop the capacity to transfer and process organics citywide
- Develop tiered options for residential collection in rear alley and front of house
- Host meetings with neighborhood associations and community advocates on planned service changes, to ensure awareness, and compliance

