

Memorandum



CITY OF DALLAS

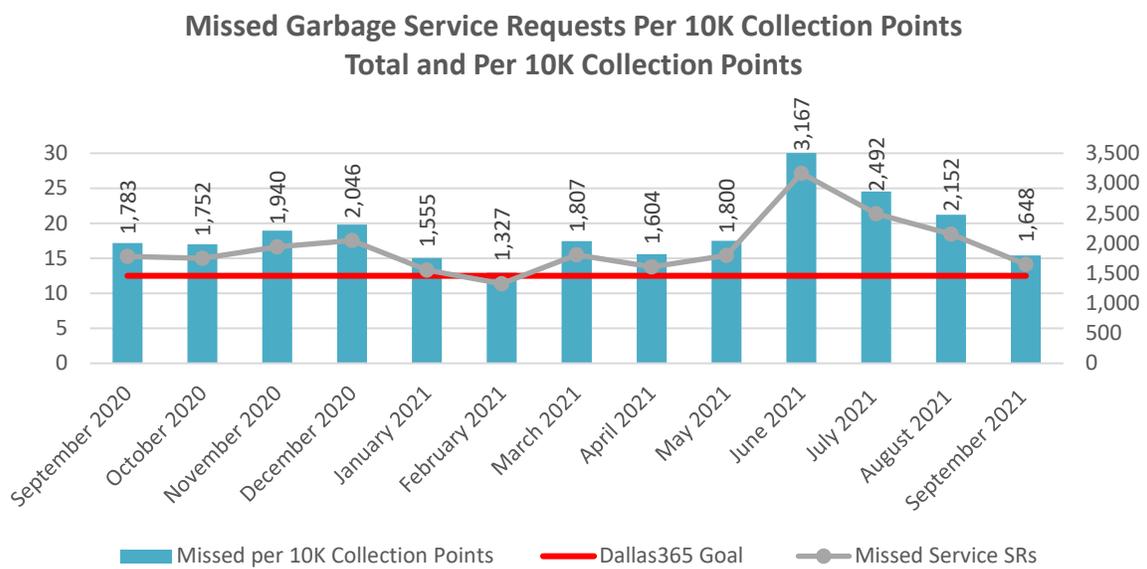
DATE October 1, 2021

TO Honorable Mayor and Members of the City Council

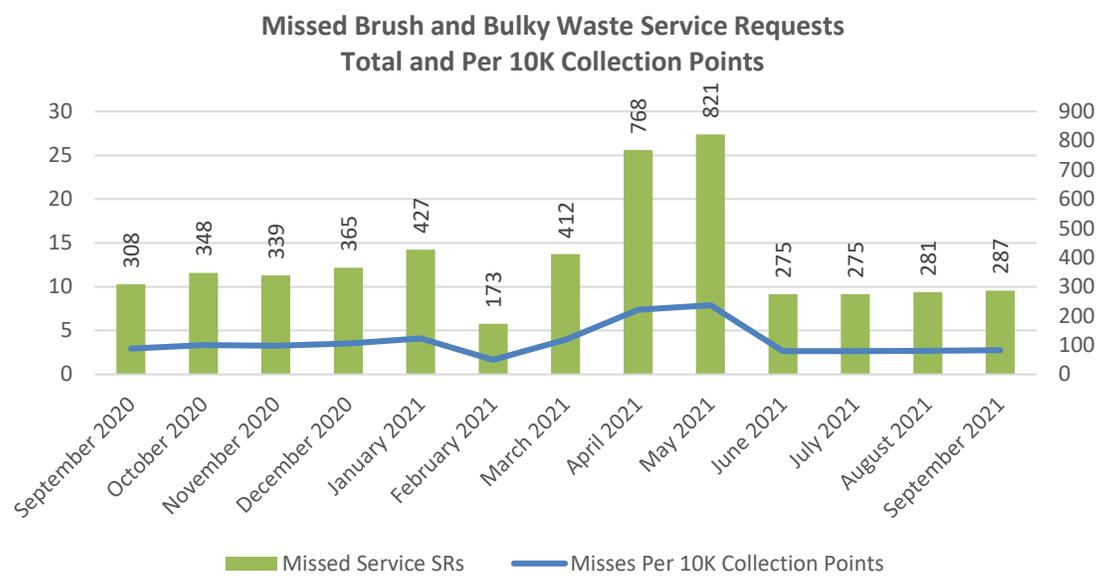
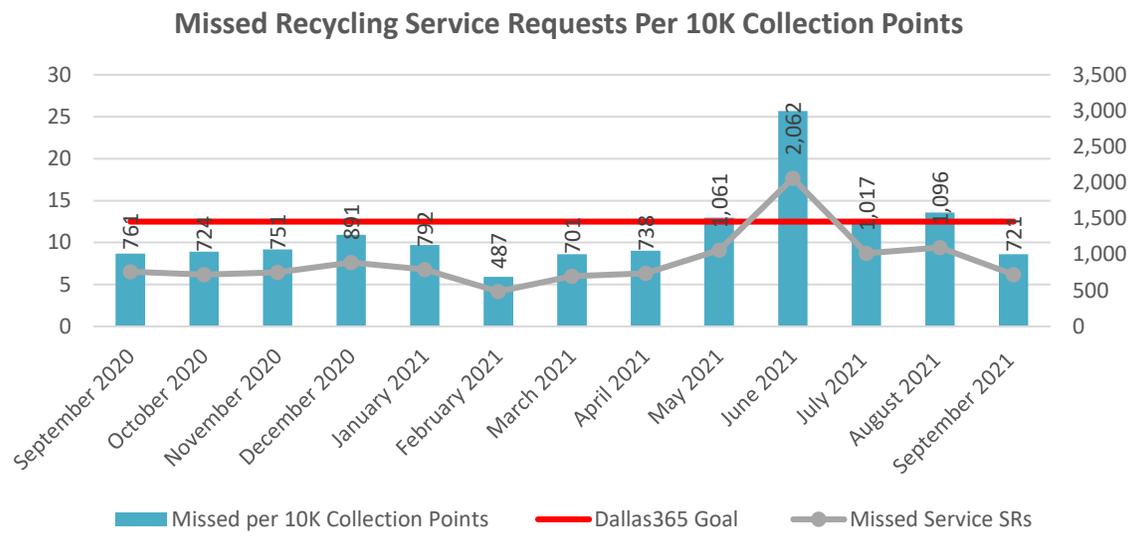
SUBJECT Sanitation Performance Update

The Department of Sanitation Services recycling and solid waste operations, serving approximately 250,000 customers each week, have largely returned to normal following the implementation of a new temporary labor services contract on August 16, 2021, and significantly improved recruitment for Sanitation Truck Driver positions following the implementation of a pay increase on August 13, 2021. The Department is seeing a reduction in the number of missed collection service requests submitted to 3-1-1, attributable to these staffing improvements.

The charts below illustrate missed service complaints received by Sanitation through 3-1-1 over the previous thirteen months. There are approximately 1 million garbage and approximately 1 million recycling collection opportunities each month (250,000 customers serviced 4-5 times per month). Due to this large number, the Department measures missed collections by increments of 10,000 collection points. For example, in September 2020, there were approximately 1 million garbage collection opportunities. A total of 1,783 missed garbage collection complaints were received, which is 17.83 per 10,000 collection points, or 0.18% of the total collection opportunities for that month.



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Note: September 2021 represents month-to-date data for all charts.

The new contractor, A & Associates (A&A), has provided an average of 95% of the 170 laborers required daily, exceeding expectations for their first five weeks of service. Eleven new Sanitation Truck Drivers started on Monday, September 27, bringing the department to 220 filled positions, which is 92% of its total staffing goal of 240 positions. Sanitation had approximately 200 truck drivers in mid-August. An additional eighteen candidates have received offer letters, and are in the onboarding process, which is lengthy due to background and reference checks, and federal commercial driver requirements including physical examinations.

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While operations have significantly improved since August, the volume of brush and bulky waste set out in September was significantly higher than the previous summer months, which necessitated additional assistance of contracted crews, and also contributed to ongoing intermittent recycling collection delays. Sanitation remains committed to following through with the necessary changes to restore timely and reliable service to all customers. The department continues to post updates for customers regarding service issues on their website, on NextDoor, and the Dallas Sanitation app (App Store / Google Play). Sanitation customers enrolled in the City of Dallas ePay system can also receive service advisories directly via email.

For additional information, please contact me or Jay Council, Director of Sanitation Services, at jerome.council@dallascityhall.com or 214-670-4485.



Joey Zapata
Assistant City Manager

c: T.C. Broadnax, City Manager
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Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager

Majed A. Al-Ghafry, Assistant City Manager
Jon Fortune, Assistant City Manager
Dr. Eric A. Johnson, Chief of Economic Development and Neighborhood Services
M. Elizabeth Reich, Chief Financial Officer
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion
Directors and Assistant Directors