

Memorandum



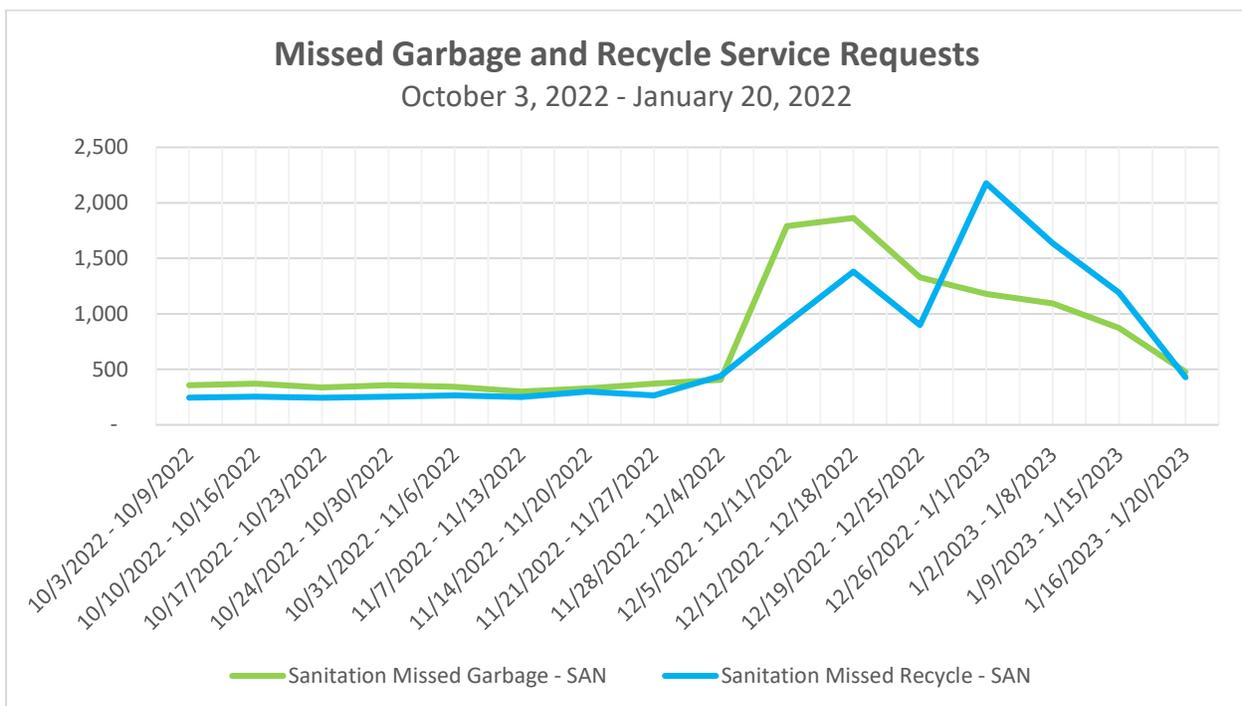
CITY OF DALLAS

DATE January 20, 2023

TO Honorable Mayor and Members of the City Council

SUBJECT **Sanitation Collections Update**

This memorandum provides an update on missed garbage and recycle pickups. We are aware some residents experienced collection delays and repeat misses over back-to-back weeks. There are multiple factors that impacted service causing delays. For example, drivers were required to learn new areas and during an unanticipated December cold snap reducing the pace of manual collection routes increasing truck maintenance issues while compounding collection delays in the final week of December. An additional challenge resulted from existing pickup locations with some residents requiring pickup at the curb and others in the alley. Fortunately, reports of missed garbage and recycle pickups in the first weeks of Sanitation's re-route and service day changes continue to decline. Currently, our collection response is within historical normal levels. The following charts illustrate missed garbage and recycle service requests starting from the schedule change date.



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Missed Garbage Service Requests by Sanitation District						
Service Week	Southeast	Southwest	Northwest	Northeast	Central	Total
10/3/2022 - 10/9/2022	98	64	59	71	64	356
10/10/2022 - 10/16/2022	100	74	56	83	58	371
10/17/2022 - 10/23/2022	75	75	65	67	55	337
10/24/2022 - 10/30/2022	82	76	54	94	51	357
10/31/2022 - 11/6/2022	84	59	53	90	57	343
11/7/2022 - 11/13/2022	80	57	43	83	37	300
11/14/2022 - 11/20/2022	77	70	50	70	60	327
11/21/2022 - 11/27/2022	106	63	66	92	44	371
11/28/2022 - 12/4/2022	117	78	73	77	62	407
12/5/2022 - 12/11/2022	464	316	536	252	223	1,791
12/12/2022 - 12/18/2022	410	351	598	339	166	1,864
12/19/2022 - 12/25/2022	326	246	325	297	135	1,329
12/26/2022 - 1/1/2023	320	221	248	230	161	1,180
1/2/2023 - 1/8/2023	291	198	239	211	154	1,093
1/9/2023 - 1/15/2023	265	129	228	132	119	873
1/16/2023 - 1/20/2023	117	67	125	104	63	476

Missed Recycle Service Requests by Sanitation District						
Service Week	Southeast	Southwest	Northwest	Northeast	Central	Total
10/3/2022 - 10/9/2022	32	59	51	68	36	246
10/10/2022 - 10/16/2022	41	50	74	70	20	255
10/17/2022 - 10/23/2022	53	56	57	55	23	244
10/24/2022 - 10/30/2022	50	72	45	66	21	254
10/31/2022 - 11/6/2022	73	60	59	54	20	266
11/7/2022 - 11/13/2022	60	59	43	64	26	252
11/14/2022 - 11/20/2022	73	87	61	61	17	299
11/21/2022 - 11/27/2022	62	70	45	55	33	265
11/28/2022 - 12/4/2022	105	174	74	39	47	439
12/5/2022 - 12/11/2022	180	117	423	107	89	916
12/12/2022 - 12/18/2022	229	261	576	142	173	1,381
12/19/2022 - 12/25/2022	117	260	270	113	140	900
12/26/2022 - 1/1/2023	304	724	360	396	393	2,177
1/2/2023 - 1/8/2023	361	520	466	153	134	1,634
1/9/2023 - 1/15/2023	194	181	563	201	52	1,191
1/16/2023 - 1/20/2023	77	118	133	53	47	428

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History

Prior to the recent collection re-route, Sanitation provided regular garbage and recycle services four days a week – Monday, Tuesday, Thursday, and Friday -- with crews working 10-12-hour days to complete routes. Working for nearly a year in partnership with RouteSmart Technologies, a consultant specializing in solid waste route optimization, Sanitation implemented new routes on December 5, 2022, providing collection services over five days, Monday-Friday.

Purpose of the Change

Providing availability of equipment, the new routes allow for more efficient use of refuse trucks, shorten the workday for Sanitation crews to 8-9 hours, and allow for maintenance on trucks to begin earlier each day. The benefit to Sanitation employees is of particular importance, as a better work-life balance is crucial for the resiliency of Sanitation's operations. In FY 2021-22, Sanitation experienced a nearly 50% turnover rate among truck drivers, which has been attributed to long rigorous workdays.

Equipment and Maintenance Challenges

Sanitation has 203 standard refuse trucks in the fleet and requires 148 trucks for daily garbage and recycle collections, which amounts to a 37% spare ratio, exceeding the spare ratios of peer agencies. The number of trucks needed daily increased to accommodate the rightsizing of routes along with the additional service day. The increased truck need was known and planned in advance of the re-route, and additional units were added and retained over the course of FY 2021-22 to support this need.

The Department of Equipment and Fleet Management (EFM), which is responsible for Sanitation's fleet maintenance, has experienced challenges in meeting Sanitation's daily requirements. A nationwide part and labor shortage in the automotive industry has affected the City of Dallas across all departments with fleet assets, as it has similarly affected private-sector businesses, public agencies, and consumers. As a result, Sanitation often operates with fewer than the minimum trucks needed daily. A benefit of the new route planning is, when Sanitation is at—or close to—its minimum truck needs each day, it will be able to complete routes much earlier in the day, between 3-4 p.m., and return trucks that need to be serviced into the shop much earlier each day. This is timed with the start of EFM's second shift, when the bulk of maintenance is performed.

Other Opportunities to Increase Efficiencies

Sanitation and EFM are working together to improve equipment availability. An agreement is being expedited through the City Attorney's Office to lease four trucks that are available locally to backfill three trucks lost in a fire at Northwest Service Center, and

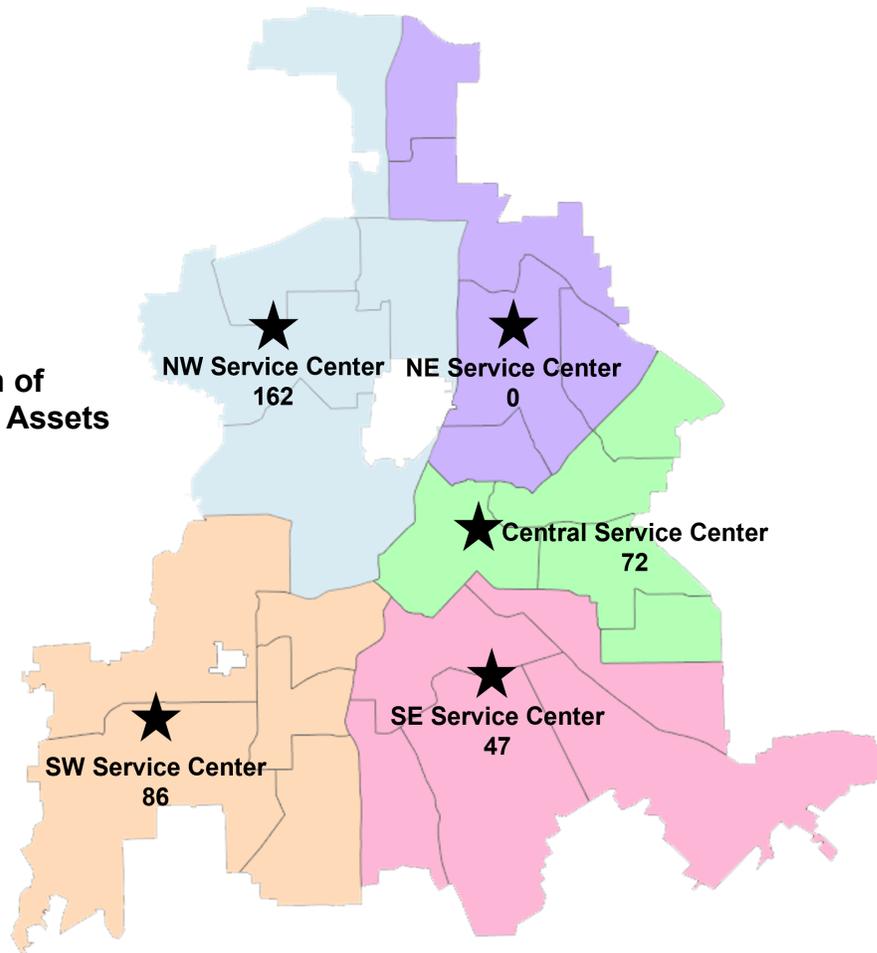
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Sanitation is working with vendors to identify more trucks in the region that may become available for lease soon. EFM has also identified two new units available for sale and are searching for any lightly used or refurbished trucks for sale and available for immediate delivery. Before the pandemic, new trucks ordered would be delivered within a year; however, lead times have steadily increased over the last two years. Trucks ordered in the spring of 2021, were set to be delivered in mid-2022, and are now delayed until the end of 2023.

Sanitation is conferring with EFM to consider the feasibility of adding additional overnight shifts at its southeast and southwest service centers to allow for more time each day servicing Sanitation trucks, and other fleet assets. An overnight shift is already in place at the northwest and central service centers.

Distribution of Sanitation Fleet Assets



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In addition to Sanitation managers, supervisors, and service agents performing service verifications each day, Code Compliance staff will help by alerting Sanitation management of any locations potentially overlooked while performing their regular duties in residential areas.

Sanitation briefed the Environment and Sustainability Committee on the status of garbage and recycle collections on January 12, 2023. Sanitation will continue to update the City Council on this matter through the ENVIS Committee. Customers are encouraged to sign-up for service advisories from Sanitation that will alert them to collection delays for their specific location. Visit dallascityhall.com/sanitation, or download the Dallas Sanitation app for iPhone or Android to enroll in alerts via email, text message, push notification, or automated phone call.

If you have questions or need additional information, please contact Jay Council, Director of Sanitation Services, at jerome.council@dallas.gov, or by phone at 214-670-4485.



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Robert Perez, Assistant City Manager
Jack Ireland, Chief Financial Officer
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