

Residential Solid Waste Collections Customer Service Update

City Council Work Session
Tuesday, May 7, 2024



Overview

- Goals & Guiding Principles
- Residential Collections Highlights
- Customer Service Issues
- Plan to Address Services Issues

Goals & Guiding Principles

- Offer exceptional customer service (all staff & contractors)
- Provide the best service at the best value for Fort Worth residents
- Create and maintain a clean and attractive City
- Preserve landfill life and increase diversion

Residential Collection Highlights

- Residential Collection Customers Serviced Monthly: **258,797 accounts** (as of May 2024)

Service	Frequency	Services Scheduled Monthly	Total Routes	Average Routes
Garbage	Weekly	1,032,000 (258,000 x 4)	209 (129 WM / 80 KWS)	~42/Day
Recycle	Weekly	1,032,000 (258,000 x 4)	174 (104 WM / 70 KWS)	~35/Day
Yard	Weekly	1,032,000 (258,000 x 4)	110 (All WM)	~22/Day
Bulk	Monthly	258,000	360 (All WM)	~18/Day

- Service Attempts Per Month: **+1.1 million service attempts each month**
- Goal: **100%** (0 issues)
- Target Ratio: **< 1.0** (1 miss per 1,000 accounts / < fewer than 1,100 per month)
- Challenge: **~1,600 missed collections per month (garbage, recycling and yard waste)**

Key Customer Service Issues

1. Complaints of general disregard for customers, standards of care
2. Incomplete routes
3. Missed collections
4. Missed collections for customers with disabilities
5. Inadequate equipment maintenance

Customer Service Issues

FY24 (October 2023 – March 2024) – Residential Collections Customers

Residential Customers	
Number of Residential Collections Customers Per Month (average)	256,944
Number of Collection Attempts Per Month (average)	1,104,859
Number of Missed Collections Per Month (average)	1,675
Number of Collection Attempts (6-month total)	6,629,155
Number of Missed Collections (6-month total)	10,045
Misses Per 1,000 Residential Customers (Target: 1 missed collection / 1,000 accounts)	1.52

Ratios should be less than 1.0

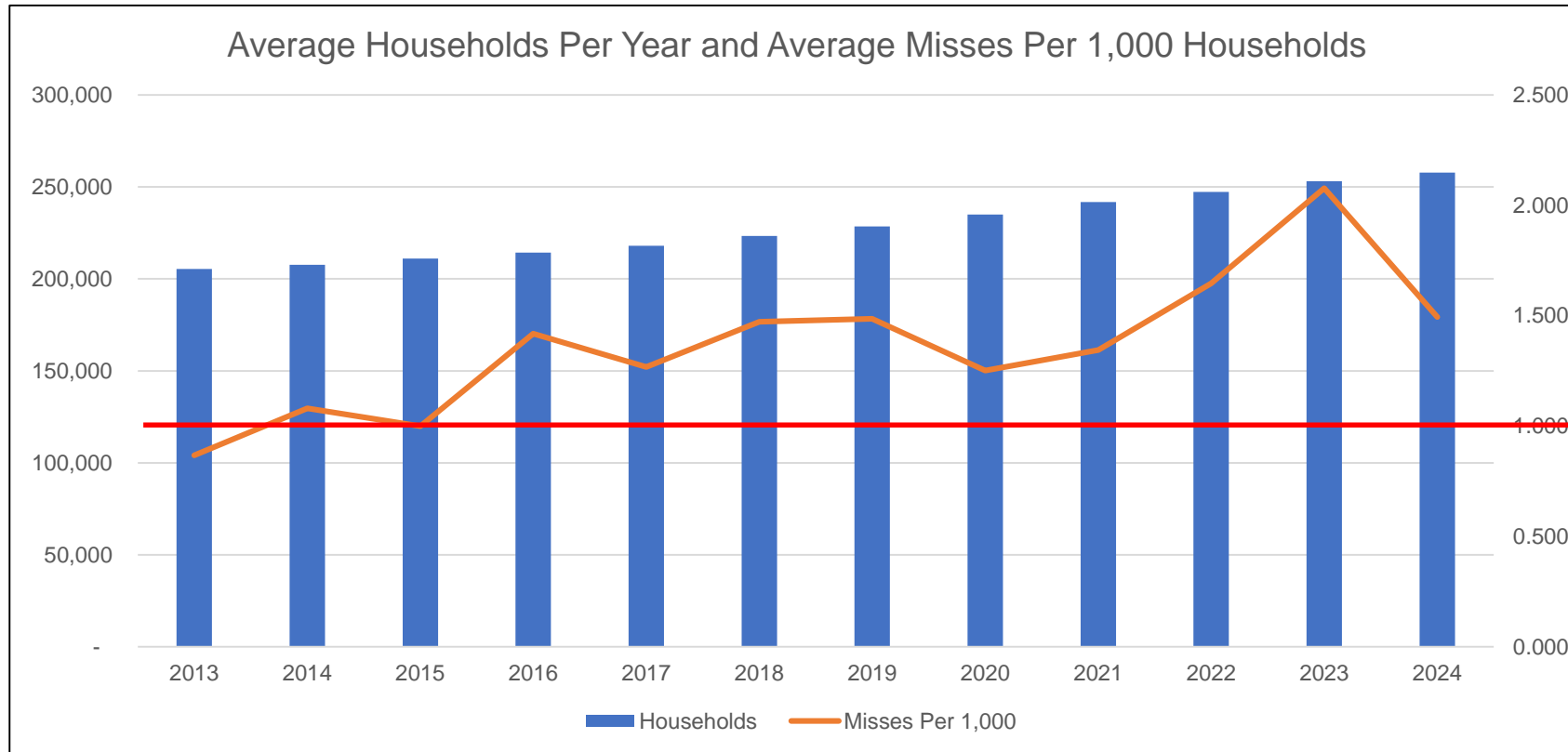
Customer Service Issues

FY24 (October 2023 – March 2024) – Carryout Customers with Disabilities

Carryout Summary – Customers with Disabilities	
Number of Disabled Carryout Customers Per Month (average)	837
Number of Collection Attempts Per Month (average)	3,599
Number of Missed Collections Per Month (average)	105
Number of Collection Attempts (6-month total)	21,594
Number of Missed Collections (6-month total)	633
Misses Per 1,000 Customers with Disabilities (Target: 1 missed collection / 1,000 accounts)	29.17

Ratios should be less than 1.0

Customer Service Issues



Ratios should be less than 1.0, and trend should be downward.

1.0

FY2024: Reporting 6 months (Oct. 2023 – March 2024)

Plan to Address Customer Service Issues

1. Reaffirm customer service expectations with staff and contractors.
2. Improve daily communications of incomplete routes.
3. Maximize efforts to help residents with reporting missed collections.
4. Resolve missed collections quickly and efficiently.
5. Leverage technology and route monitoring for customers with disabilities.
6. Set priority with WM to repair all equipment with subcontractors.
7. Adjusting contract requirements to support WM to flex route coverage.

Missed Collection Reminders

- 1. Leave carts at the curb.**
 - 2. Report the missed collection after 7am the next day.**
- Report missed collections to the City Call Center or use the MyFW app:
 - **Phone: (817) 392-1234**
 - **Email: 1234@fortworthtexas.gov**
 - City Call Center Specialists are ready to assist you Monday through Friday from 7am until 6pm and Saturday from 7am until 4pm.
 - Reporting missed collections and related issues to the City Call Center is the most efficient method to resolve issues and supports data collection.

Questions?

