

# Memorandum



CITY OF DALLAS

DATE August 18, 2023

TO Honorable Mayor and Members of the City Council

SUBJECT **Sanitation Performance Update**

Sanitation waste and recycle collection operations have experienced increased service delays in recent weeks, largely associated with the extreme summer heat which has contributed to increased mechanical issues and slowed labor productivity. The information below describes how fleet availability and worker safety issues are being addressed.

Given the ongoing supply chain issues in the automotive and heavy equipment manufacturing sector which have resulted in up to two-year delays in refuse truck production and deliveries, the Sanitation and Equipment and Fleet Management (EFM) departments jointly worked at the beginning of 2023 to accelerate the planned FY 2022-23 refuse truck fleet purchase to take advantage of equipment either available immediately or which would be available in 2023.

Following an extensive search outside of the City's usual equipment purchase process, Sanitation and EFM identified 37 refuse trucks which met Sanitation's operational specifications that were available for immediate purchase and delivery in 2023. Purchase orders for these vehicles were issued the week of February 27. In addition to these trucks, 14 trucks ordered in 2021 as part of the FY 2021-22 fleet buy are arriving one-by-one throughout 2023. Sanitation and EFM staff have also worked to identify 27 additional brush and bulky item collection vehicles available for delivery by early 2024. A breakdown of Sanitation's current fleet assets for collection of garbage and recyclable materials, and those units on order, is below.

Equipment Type	Units in Fleet	Minimum Daily Requirement	Average Available Daily FY23	New Units Delivered Between Feb-Jul	New Units Expected Between Aug-Dec
Automated	103	72	51	8	12
Rear-Load	98	76	61	3	26
Brush/Bulky Equipment	104	81	60	0	18
Specialty	16	10	10	0	0
<b>TOTAL</b>	<b>321</b>	<b>239</b>	<b>182</b>	<b>11</b>	<b>56</b>

Prior to the pandemic, new trucks ordered would be delivered within a year; however, over the last two years, those lead times have steadily increased. This is the primary factor for this pivot from standard fleet buying practices.

The equipment that Sanitation and EFM have identified for purchase and immediate, or short turn-around, delivery deviate from the chassis standardization that both departments have worked towards for operation and maintenance efficiencies, but the engine and transmission remain largely the same. EFM will work to stockpile an inventory of commonly needed parts for these new models.

With this fleet purchase, combined with the delivery of the new units ordered in FY 2021-22 expected by the end of this calendar year, the age and health of the Sanitation fleet is expected to align with the citywide goal of 5-year state of good repair. A new strategic funding plan for purchases is under development that will allow for continued advancement towards the citywide goal.

Regarding Sanitation employee and temporary labor agency staff safety, Sanitation has taken the following steps to prepare and protect workers from heat injuries:

- An internal summer of safety campaign kicked-off in late May with events in each Sanitation district to create a sense of importance around the issue of summer heat
- Supervisors received training on recognizing the signs of heat injuries and how to handle them, and were provided a curriculum to guide weekly tailgate talks with their crews on summer safety issues
- Field staff have been issued alternate summer uniform lightweight t-shirts to wear in lieu of the normal button-down shirt
- Field staff and temporary contractor laborers have been issued high-visibility bucket hats and cooling towels
- 7 or 10-pound bags of ice are available at each field office for crews to take every morning, and they may have additional ice as needed during the day
- Electrolyte drink powders (e.g. Gatorade) and hydrating snacks such as fruit and pickles are available to staff
- Additional freezers were placed at each field office to provide frozen mid-day treats to staff weekly
- Authorized rest breaks were increased from two to four per day for the summer, and were made mandatory
- Temporary laborers working on the back of collection vehicles are authorized to take turns riding in the cab to cool off as-needed
- A safety stand-down meeting with collections managers and supervisors was held on Saturday, June 24, from 8 a.m. to noon, focusing on summer safety protocols, and to discuss equipment maintenance and care procedures, and improvements to service delivery

DATE August 18, 2023  
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PAGE 3 of 3

The reduced equipment availability and slowed worker productivity has resulted in incomplete routes each day. To the extent possible, on-time garbage collection is prioritized, limiting collection delays to recycle pickup, which then takes priority the following day. Residents enrolled in service advisories from Sanitation are alerted around 5 p.m. by either SMS text message, push notification, or automated phone call if their waste or recycle collection will be delayed. Advisories are also sent to specific neighborhoods via NextDoor each day. This messaging has largely been effective, as complaints to 3-1-1 for missed garbage and recycle have stayed consistent between 0.1% and 0.2% of the approximate 500,000 collection opportunities each week. A chart of missed collection service requests by council district is attached.

Sanitation customers can enroll in service advisories online at [Dallas.gov/Sanitation](https://dallas.gov/Sanitation), or they can download the Sanitation app for iPhone and Android. Customers with unresolved service issues which have been previously submitted through 311, are encouraged to contact the Sanitation Director's Office at (214) 670-3555, or by email at [SanitationDirector@dallas.gov](mailto:SanitationDirector@dallas.gov) with details of their service issue.

If you need additional information, please contact Clifton Gillespie, Director of Sanitation, at [clifton.gillespie@dallas.gov](mailto:clifton.gillespie@dallas.gov) or 214-671-5345.



Carl Simpson  
Assistant City Manager

#### Attachment

c: T.C. Broadnax, City Manager  
Tammy Palomino, Interim City Attorney  
Mark Swann, City Auditor  
Billierae Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizer Tolbert, Deputy City Manager  
Jon Fortune, Deputy City Manager

Majed A. Al-Ghafry, Assistant City Manager  
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager  
Dr. Robert Perez, Assistant City Manager  
Jack Ireland, Chief Financial Officer  
Genesis D. Gavino, Chief of Staff to the City Manager  
Directors and Assistant Directors

## Missed Garbage and Recycle Service Requests by Council District

January 2, 2023 – August 13, 2023

Service Week	CD1	CD2	CD3	CD4	CD5	CD6	CD7	CD8	CD9	CD10	CD11	CD12	CD13	CD14	N/A*	Total
1/2/2023 - 1/8/2023	392	121	183	384	126	141	122	222	185	152	106	117	359	117		2,727
1/9/2023 - 1/15/2023	152	112	112	207	77	132	103	163	132	99	108	136	403	129		2,065
1/16/2023 - 1/22/2023	121	50	106	147	66	75	68	91	89	62	68	103	142	65		1,253
1/23/2023 - 1/29/2023	102	44	56	106	58	58	80	108	68	50	39	58	122	37	3	989
1/30/2023 - 2/5/2023	35	17	22	40	25	11	21	27	27	19	17	24	45	6		336
2/6/2023 - 2/12/2023	113	70	105	152	58	58	86	79	114	61	43	41	167	110		1,257
2/13/2023 - 2/19/2023	65	48	56	133	52	55	52	77	72	29	40	44	112	41		876
2/20/2023 - 2/26/2023	45	36	65	101	25	50	52	61	40	27	26	41	103	31		703
2/27/2023 - 3/5/2023	74	30	44	82	36	40	28	58	40	11	30	41	87	48		649
3/6/2023 - 3/12/2023	69	20	43	85	21	61	50	32	46	28	26	17	86	34		618
3/13/2023 - 3/19/2023	58	19	52	83	47	60	34	39	40	23	42	32	82	26		637
3/20/2023 - 3/26/2023	59	34	37	83	38	34	46	45	40	46	40	32	69	29		632
3/27/2023 - 4/2/2023	48	38	41	58	32	42	44	54	35	24	33	32	97	31		609
4/3/2023 - 4/9/2023	44	39	37	96	31	47	38	57	43	24	37	21	86	42		642
4/10/2023 - 4/16/2023	36	24	57	71	40	43	57	52	40	23	44	19	64	34		604
4/17/2023 - 4/23/2023	53	33	46	70	32	57	50	65	40	17	31	45	88	29		656
4/24/2023 - 4/30/2023	50	25	39	75	34	62	41	39	39	21	26	27	75	18		571
5/1/2023 - 5/7/2023	26	7	7	18	8	16	29	16	11	6	10	18	20	7	260	459
5/8/2023 - 5/14/2023	14	26	18	49	9	8	25	23	15	10	2	5	31	9	328	572
5/15/2023 - 5/21/2023	48	25	34	110	41	25	56	54	43	14	47	38	90	37	1	663
5/22/2023 - 5/28/2023	68	39	38	92	45	37	46	52	28	18	64	52	90	35		704

Service Week	CD1	CD2	CD3	CD4	CD5	CD6	CD7	CD8	CD9	CD10	CD11	CD12	CD13	CD14	N/A*	Total
5/29/2023 - 6/4/2023	50	56	38	90	39	37	69	65	37	23	37	57	61	48		707
6/5/2023 - 6/11/2023	48	34	40	71	47	56	56	52	29	27	32	26	57	34	82	691
6/12/2023 - 6/18/2023	47	30	50	88	48	68	42	46	44	31	43	27	68	48	1	681
6/19/2023 - 6/25/2023	85	41	43	99	31	52	55	65	49	18	27	57	69	29		720
6/26/2023 - 7/2/2023	61	86	37	79	35	61	67	46	64	28	71	28	125	48		836
7/3/2023 - 7/9/2023	105	45	44	64	53	46	68	105	49	29	57	20	114	41		840
7/10/2023 - 7/16/2023	89	46	52	79	60	32	62	69	53	25	44	30	90	43		774
7/17/2023 - 7/23/2023	84	49	80	131	53	48	75	88	69	27	47	22	86	37		896
7/24/2023 - 7/30/2023	75	41	51	84	49	70	48	69	62	75	70	37	95	69	1	896
7/31/2023 - 8/6/2023	84	77	47	103	71	53	73	94	105	64	64	24	131	64		1,054
8/7/2023 - 8/13/2023	82	57	58	114	64	42	61	88	99	51	92	36	129	65	1	1,039

### Sanitation Customer and Collection Opportunity Counts and Complaint Rates

	CD1	CD2	CD3	CD4	CD5	CD6	CD7	CD8	CD9	CD10	CD11	CD12	CD13	CD14	N/A*	Total
<b>Sanitation Customers (June 2023)</b>	19,442	12,335	20,815	23,514	20,374	13,029	20,474	19,410	25,614	15,692	12,189	16,989	21,968	14,955	253	257,053
<b>Total Weekly Garbage &amp; Recycle Collection Opportunities</b>	38,884	24,670	41,630	47,028	40,748	26,058	40,948	38,820	51,228	31,384	24,378	33,978	43,936	29,910	506	514,106
<b>Average Complaint Rate Calendar YTD</b>	0.20%	0.18%	0.13%	0.22%	0.11%	0.20%	0.14%	0.18%	0.11%	0.12%	0.19%	0.12%	0.24%	0.15%	16.72%	0.17%
<b>Average Complaint Rate July-August MTD</b>	0.22%	0.21%	0.13%	0.20%	0.14%	0.19%	0.16%	0.22%	0.14%	0.14%	0.26%	0.08%	0.24%	0.18%	0.20%	0.18%

\* SRs in the N/A column represent addresses unable to be geocoded to a council district. Ransomware issues in early May disrupted geocoding services for a two week period.