

Memorandum



CITY OF DALLAS

DATE July 26, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT Responses to Questions Regarding Sanitation Refuse & Recycle Collection Route Safety & Efficiency

On June 18, 2024, the City Council was briefed on Sanitation Refuse & Recycle Collection Route Safety & Efficiency. The following information is provided in response to, or to clarify on, questions asked by council members during this briefing.

1. Can an 8- or 9-foot-wide alley be widened?

According to the Department of Public Works, widening an alleyway would involve a survey of the right-of-way width to determine if sufficient right-of-way exists for an expansion. If the right-of-way width is not adequate, the City's property acquisition process would require property owners to agree to dedicate right-of-way. This would potentially involve moving fences, accessory structures, and other impediments. Utilities, including poles, guy wires, and meters, may also need to be relocated. The alleyway surface would then be reconstructed at the new width.

2. What is Public Works budget for alleyway repairs?

Alleyway reconstruction projects are currently funded through a bond program. According to the Department of Public Works, the 2024 Bond Program has \$17 million for alley reconstruction.

3. How many Helping Hands customers are there, and what is the cost to the department to provide this service?

The Helping Hands program provides rollcart assistance to physically impaired persons without an able-bodied person in the household, at no extra charge. Upon enrollment and agreement on rollcart placement, Sanitation staff retrieve the customer's rollcarts from a predetermined location, usually at the side of their home, empty them, and then place them back at the designated location.

Pack-Out service, available to all Sanitation customers, is identical to Helping Hands, but customers pay a monthly fee for the service, currently \$132.29/month, inclusive of the residential sanitation rate of \$37.98.

The chart below depicts the number of customers enrolled in the Helping Hands and Pack-Out programs. The incremental cost of providing pack-out service is approximately \$94/month or \$1,128/annually per customer enrolled in either program.

While the cost of pack-out services is fully funded by those enrolled in the program, Helping Hands is provided at no additional cost to the customer; thus the annual cost for the program at the current enrollment rate is approximately \$610,000.

Sanitation District	1 (Southeast)	2 (Southwest)	3 (Northwest)	4 (Northeast)	5 (Central)	Total
Helping Hands	238	71	93	66	72	540
Pack-Out	0	0	103	0	0	103
Total	238	71	196	66	72	643

4. What would the rate be if all garbage and recycle collections were from the curb?

Sanitation Services engaged a consultant in May 2024 for a cost-of-service study to provide financial modeling, operational analysis, and benchmarking. A draft report is expected in August 2024 and final report in September 2024. At this time, the rate for all collections conducted from the curb is not available; however, every \$1 on the residential sanitation fee generates approximately \$3 million. Eliminating the cost of temporary labor utilized for alley collection, and maintaining all other expenses constant, it is estimated that a \$3 reduction could be expected, dropping the current rate from \$37.98 to \$34.98.

5. What costs related to Sanitation’s services are absorbed by the General Fund or other funds?

Sanitation operates as a full cost-recovery enterprise fund department. Costs are recovered through user fees to its residential and commercial collections customers and landfill customers. Costs incurred by other City departments for services to Sanitation, including EFM, HR, ITS, ORM, are recovered through charge backs to Sanitation. Additionally, Sanitation contributes annually to the Street & Alley Improvement Fund for use of the City's rights-of-way, \$4.35 million in FY 2022-23.

6. What fleet-related costs are associated with providing alleyway collection services?

Costs associated with damages to Sanitation equipment are not specifically tracked by whether the vehicle was transiting to or from the route, or was actively providing collection service, either from the curb or alley. However, costs by type of repair are tracked, and inference can be made by the type of repairs that are common due to damages in alleys. Types of equipment damage common in alleys include broken mirrors, windshields, windows, lights, reflectors, steps, and ladders. Per the Equipment and Fleet Management Department, a reasonable and conservative estimate of costs associated with alleyways for FY 2022-23 is \$116,400, and for FY 2023-24 (year-to-date), \$63,845.

7. Provide data related to incidents determined to be preventable vs. non-preventable.

The Office of Risk Management sent a memorandum to the City Council on June 14, 2024, regarding City equipment incidents, including the frequency of preventable incidents. ORM is preparing a follow-up memorandum to send to the City Council soon with additional information related to this matter.

8. Can there be a two-tier rate system for alleyway and curbside collections?

As mentioned in question 4 above, the cost-of-service study for collection services is underway. Staff will provide a briefing on study recommendations which are anticipated to be completed this fall.

9. How many notices of violation (orange tags) has Sanitation issued in the last six months?

Orange tags are affixed to carts and brush/bulky item set outs for a variety of reasons, including when blocked by a vehicle or too close to another object preventing collection, overloaded containers, oversized set outs, contamination or items Sanitation may not collect, and set outs from locations that do not have a Sanitation account.

Records indicate that 802 notices of violation (orange tags) have been issued by Sanitation for violations related to solid waste set outs since January 1, 2024. For Fiscal Year 2023-24, Sanitation has issued a total of 1,434 orange tags.

Over the next few weeks, staff will work to complete a detailed analysis of the financial impacts of reducing or phasing out alleyway collection services. The consulting firm will complete this study with its recommendations in September. Staff will update the City Council at the Quality of Life, Arts and Culture Committee and address council members' questions later in the fall. Sanitation will also continue to engage with councilmembers

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and customers to explain the proposed service changes and address outstanding questions and concerns.

For further information, please contact me or Clifton Gillespie, Director of Sanitation, at clifton.gillespie@dallas.gov or 214-671-5345.

Service First, Now!



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