

# Service Delivery Committee

Council Member Tarsha Jackson, Chair, District B

Council Member Julian Ramirez, Vice Chair, At-Large Position 1



City of Houston

**Solid Waste Management Department**



# AGENDA

- Overview
- Status of Operations
- Challenges and Solutions
- Action Items
- Questions



# Solid Waste Management Department



Garbage



Recycling



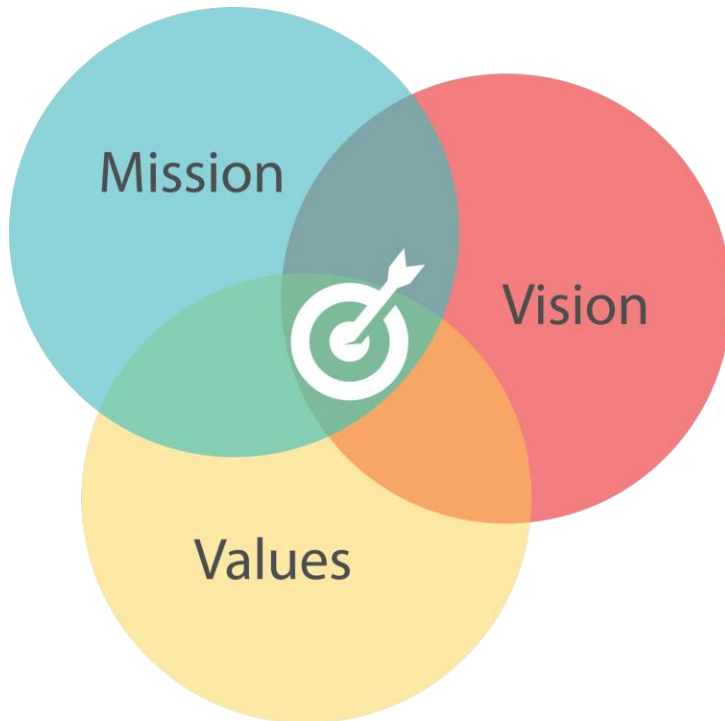
Tree/Junk Waste



Depository



Supplemental Services



**MISSION** To provide the city with integrated municipal waste management services designed to support environmental health, sustainability, and economic development in all communities throughout Houston.

**VISION** To preserve the cleanliness of our communities through the provision of efficient, reliable, and sustainable solid waste management services.

**VALUES** are focused on Fairness, Accountability, Customer Service, Teamwork, and Safety.

# Department Overview



Garbage	Recycling	Tree/Junk Waste	Depository	Supplemental Services
<ul style="list-style-type: none"> <li>• \$10,629,272</li> <li>• First priority</li> <li>• Weekly service</li> <li>• &gt;425,000 Homes</li> <li>• 95% - Direct service from COH</li> <li>• 95% On-time delivery rate</li> </ul>	<ul style="list-style-type: none"> <li>• \$6,341,839</li> <li>• Waste diversion</li> <li>• Bi-weekly service</li> <li>• 70% On-time delivery rate</li> </ul>	<ul style="list-style-type: none"> <li>• \$13,803,856</li> <li>• Monthly</li> <li>• 50% On-time delivery rate</li> <li>• Schedule subject to compromise</li> </ul>	<ul style="list-style-type: none"> <li>• \$2,882,731</li> <li>• 6 Neighborhood Depository</li> <li>• 4 Recycling Centers</li> <li>• Open 6 days/week</li> <li>• Wait times vary</li> </ul>	<ul style="list-style-type: none"> <li>• \$ 776,000</li> <li>• Homeless encampment</li> <li>• Weekly service</li> <li>• Component of wrap around service</li> <li>• Health &amp; Safety</li> <li>• Debris removal</li> </ul>

# Delayed Services – Bulk Waste & Recycling

## SYSTEM CHALLENGES

- Overstressed system - waste produced exceeds department's capacity to remove
- Limited resources hinder operations:
  - Vacancy rate exceeding 15%.
  - Vehicle availability dropping below 85%.
  - Vehicle reserves should be 20%
- Impact of holidays, natural disasters, and other disruptions.
- Difficulty recovering all services delayed by more than two days.



## JANUARY

MONDAY 20	TUESDAY 21	WEDNESDAY 22	THURSDAY 23	FRIDAY 24	SATURDAY 25	SUNDAY 26
 <b>NO COLLECTIONS</b>	 <b>NO COLLECTIONS</b> Collections will be suspended. All facilities will be closed.	 <b>NO COLLECTIONS</b> Collections will be suspended. All facilities will be closed.	Monday's garbage and heavy trash are expected to be serviced.	Tuesday's garbage and heavy trash are expected to be serviced.	Thursday's garbage and heavy trash are expected to be serviced.	Friday's garbage and heavy trash are expected to be serviced.

⚠️ Reminder all curbside recycling, tree and yard waste collections will remain suspended.



## GROWTH AND DEVELOPMENT

- Since 2015, 52k homes added to routes
- Increase in single- and multi-family living units.

# Service Delivery Impacts

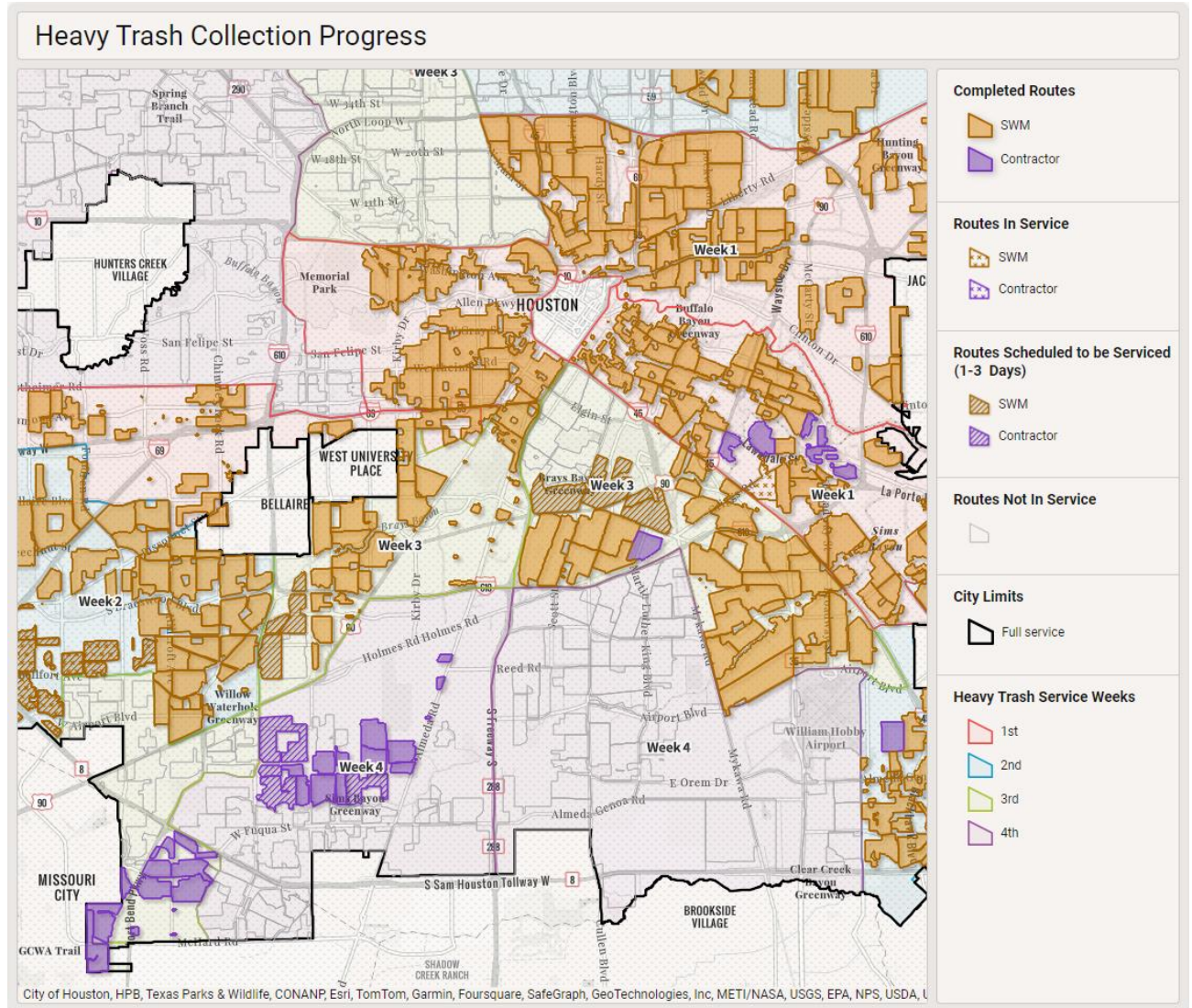
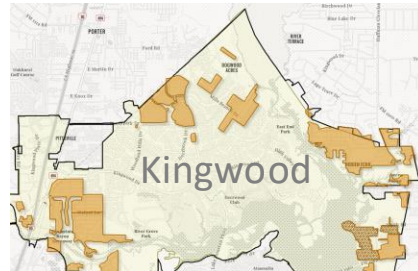
COMMODITY	CAPACITY	ACTUALS	OUTCOME
<b>HEAVY TRASH COLLECTION</b>	<ul style="list-style-type: none"> <li>• 30,000 TPM</li> <li>• 115 – 120 TPD</li> </ul>	<ul style="list-style-type: none"> <li>• 40,000 TPM</li> <li>• 150 + TPD</li> </ul>	<ul style="list-style-type: none"> <li>• Delays</li> <li>• 33.5% increased participation rate</li> <li>• Neighborhood blight</li> <li>• Additional City O&amp;M expense               <ul style="list-style-type: none"> <li>• Maint., staffing, 311 Complaints, etc.)</li> </ul> </li> </ul>
<b>CURBSIDE RECYCLING</b>	<ul style="list-style-type: none"> <li>• 72,000 tons/year</li> <li>• 346 tons/day</li> <li>• <b>4 days/week</b></li> </ul>	<ul style="list-style-type: none"> <li>• 72,000 tons/year</li> <li>• 192 tons/day</li> <li>• <b>6 days/week</b></li> </ul>	<ul style="list-style-type: none"> <li>• 20% decrease tons collected</li> <li>• 50% efficiency decrease</li> <li>• Schedule Delays</li> <li>• Additional O&amp; M expenses</li> <li>• Increased Overtime</li> </ul>

# Supplemental Services

## Heavy Trash 3.5MM

### CONTRACTOR COMPLETED AREAS

- 40 Routes ~ 32,000 homes
- 2,700 Tons
- Southeast and Northeast areas
- Westbury and The Quails
- Quail Valley
- Chasewood
- Brentwood Place



# Department Action Items

## COMMUNICATIONS

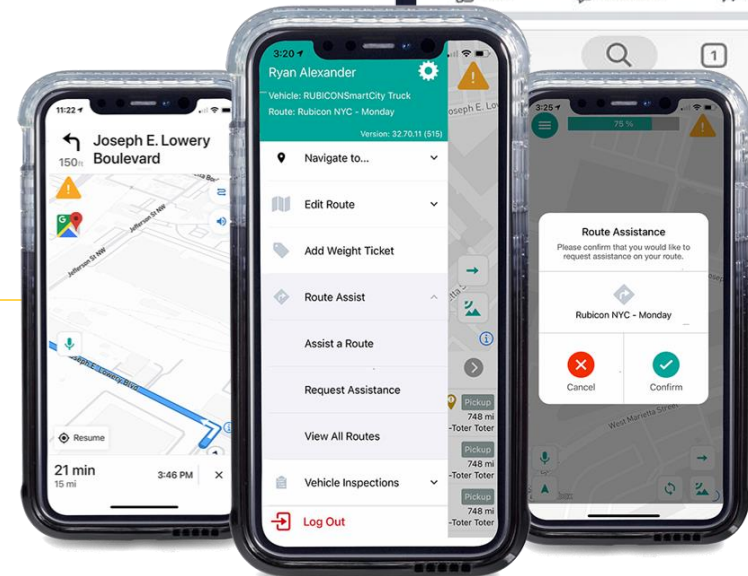
- Collaborate with local media to raise awareness.
- Leverage social media platforms to educate and engage residents.
- Strengthen community outreach through interactive events and direct communications.
- Promote the HTX Collects App for reporting and waste management resources.

## ENHANCED LOGISTICAL MANAGEMENT

- Implement service verification processes to minimize return trips and improve efficiency.
- Develop public-private partnerships to expand resources and capabilities.



Social Media Communications



Route Management



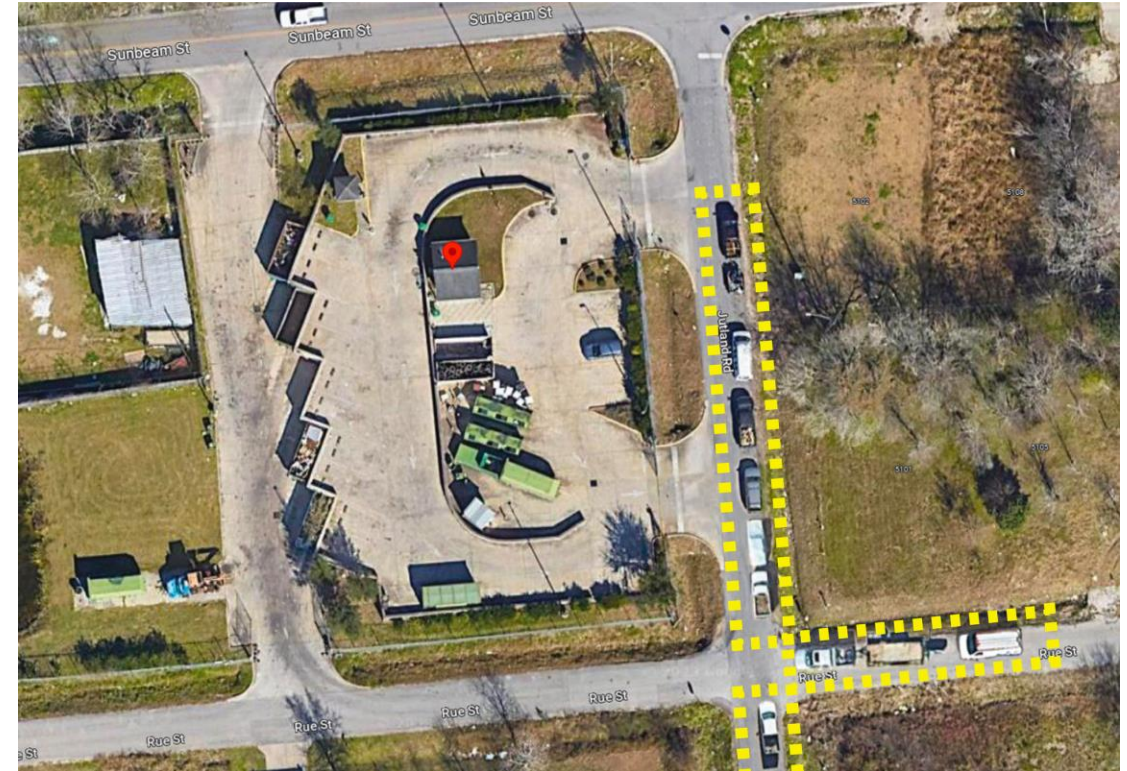
# Department Action Items

## ENHANCED ROUTE MANAGEMENT

- Deploy rapid-response waste removal vehicles to swiftly address illegal dumping
- Optimize route sizes to ensure balanced workloads and effective coverage

## Residential Drop-off Enhancements

- Improve wait times at Neighborhood Depositories
- Evaluate Contracts to maximize output
- Address Facilities Conditions Assessment (FCA's) report – reinvestment of infrastructure and assets



# Illegal Dumping Strategy: A Comprehensive Framework



*Three key areas of impact to reduce illegal dumping*

## **1** Rapid Clean-up

- Increase funding for heavy trash, dumping and litter removal
- Improve complaint routing and interagency coordination
- Transition to more efficient collection's equipment
- Attract & retain Solid Waste Drivers

## **2** Better Enforcement

- Expand video surveillance
- Improve enforcement of heavy trash violations
- Launch HPD Environmental overtime program
- Make it easier to report dumping and violators
- Grow partnership with outside law enforcement agencies
- Increase the number of successful prosecutions
- Target major repeat property owner offenders

## **3** Prevention & Education

- Improve access to neighborhood depositories
- Establish a dumpsite maintenance and control program
- Improve community engagement
- Pilot on-demand heavy trash



## Better Enforcement Case Study: Crane Street, Dist. B

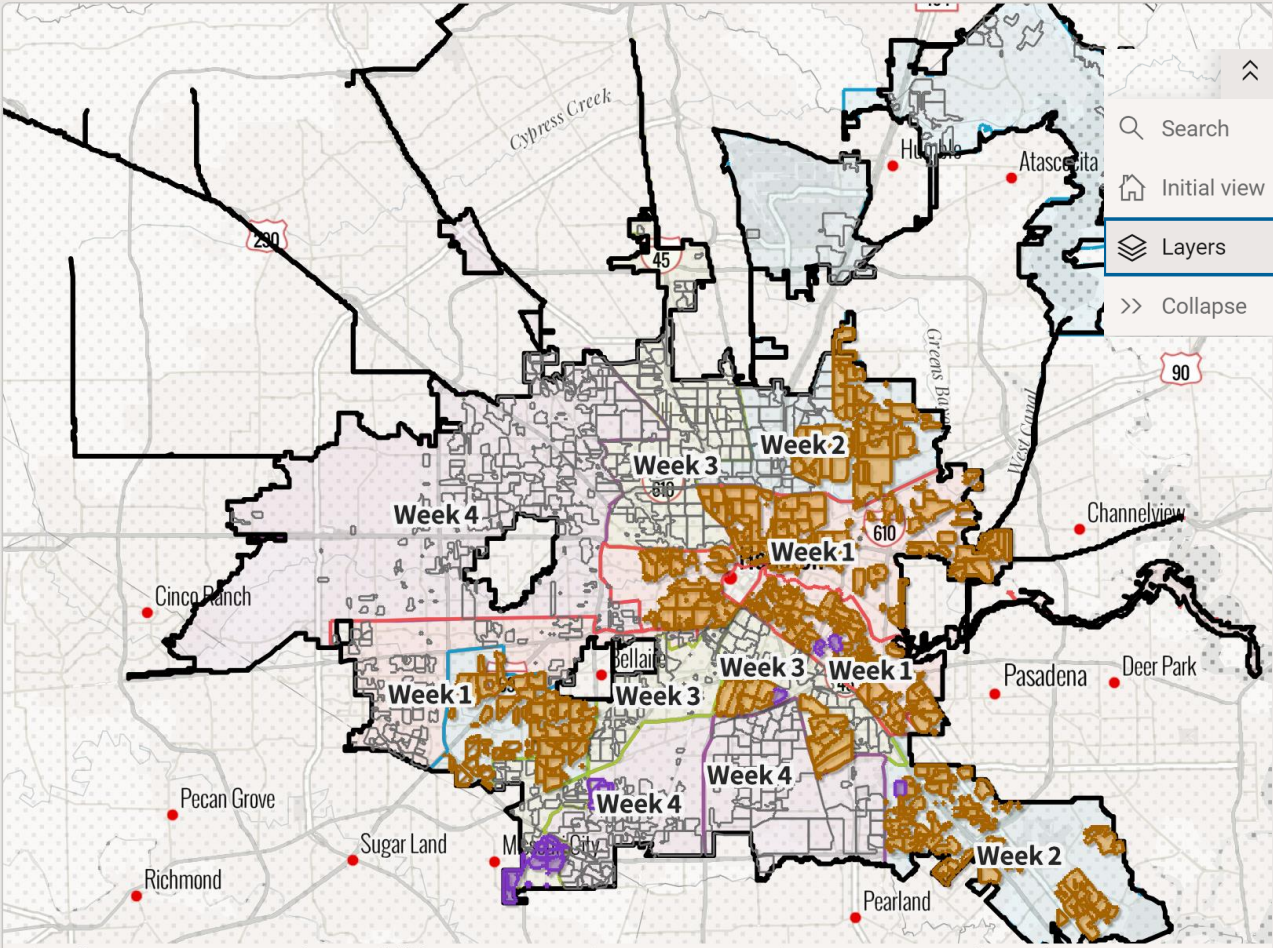
Those who engage in this harmful practice jeopardize the well-being of our communities and must be held accountable.



# Heavy Trash – Interactive Map Coming Soon



## Heavy Trash Collection Progress



### Completed Routes

- SWM
- Contractor

### Routes Serviced

- SWM
- Contractor

### Routes Planned to be Serviced

- SWM
- Contractor

### Heavy Trash Routes

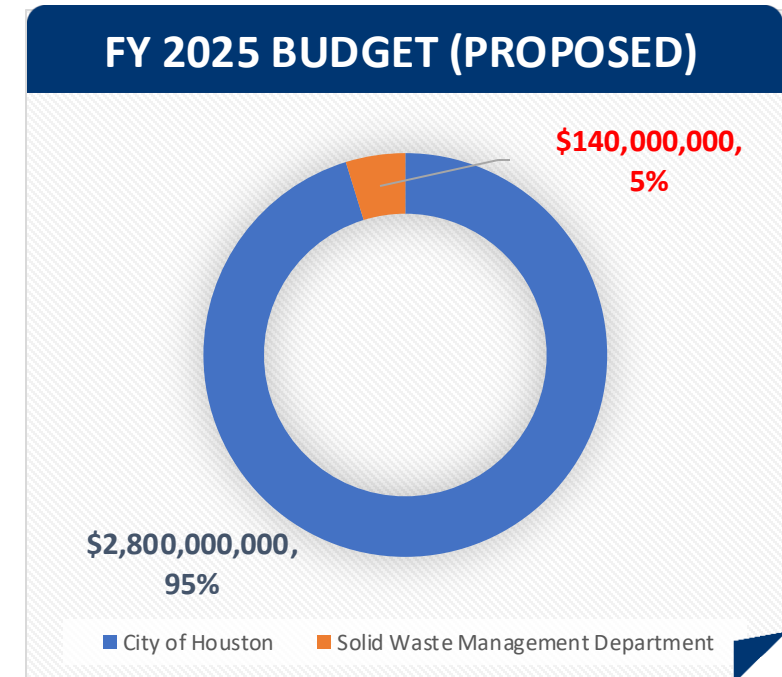
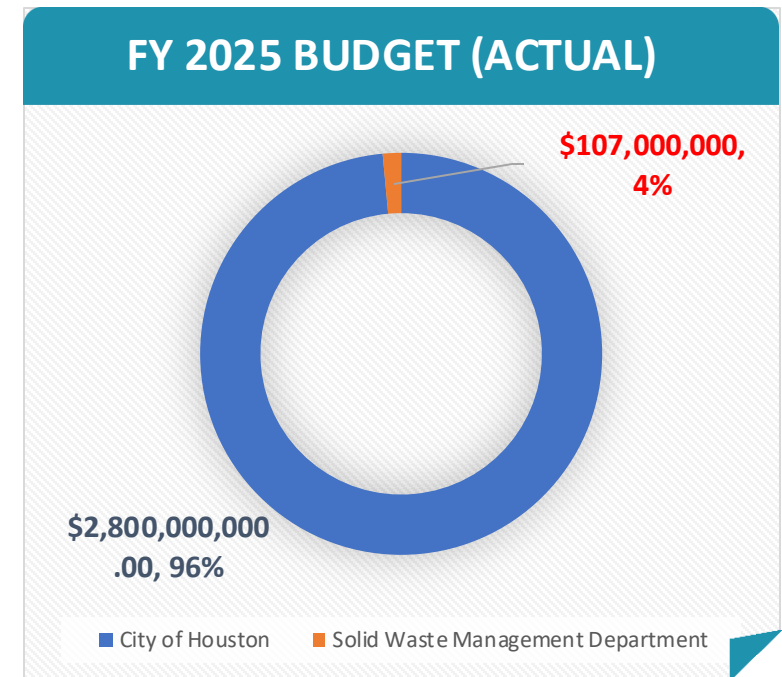


Utilize the upcoming interactive map to track real-time progress of heavy trash and tree waste collections in your neighborhood. Displayed information corresponds to the month of January 2025.

# Key Challenges & Solutions

KEY ISSUE	CHALLENGE	SOLUTION
BUDGET PRIORITY	Meeting COH service demands with 4% of General Fund budget	Right-size SWMD budget by 1% to meet services needs
STAFFING	489 budgeted positions. Reassign dedicated resources to mitigate service line shortfalls in other areas	Increase budgeted positions by 8% - 10% over 5 years
EQUIPMENT	Average homes per route higher than industry average of 900 homes per day	Increase collection equipment or reduce scope of SWMD service area

*Previous year's budget increases have not kept pace with growth and development.*





THANK YOU  
TO OUR PARTNERS



**HPARD**  
HOUSTON PARKS  
AND RECREATION DEPARTMENT  
A CAPRA Accredited Agency



**HOUSTON**  
PUBLIC WORKS



# Thanks!

**Any questions?**

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