

# SOLID WASTE DEPARTMENT

## *PROPOSED ROUTE ADJUSTMENTS*

*August 3, 2021*



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# **SOLID WASTE**

## *ISSUE/CHALLENGE*

- Operational Daily Capacity: 11,000 stops/day
- Due to continued growth, Monday & Friday routes are near capacity
- Consequences/Outcomes
  - Monday recycle routes frequently extend to Tuesday
  - Average workday for Monday/Friday: 13-14 hours (scheduled 10 hours)



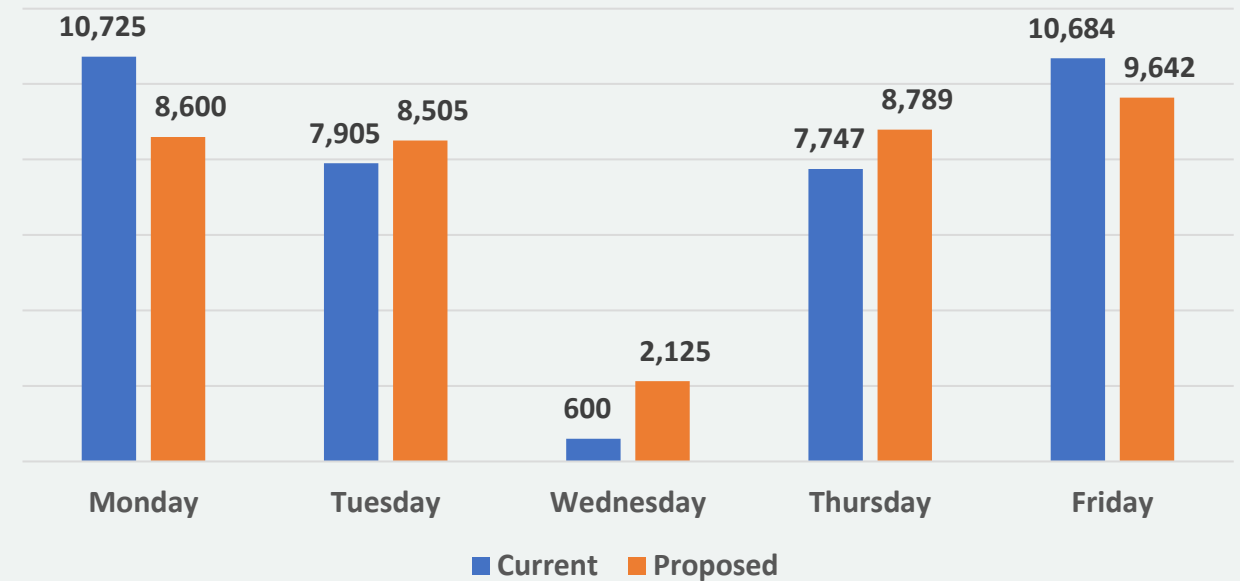
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# SOLID WASTE

## *PROPOSED SOLUTION*

- Redistribution of 3,767 accounts
- Route adjustments will impact
  - 600 homes in District I
  - 1,025 homes in District IV
  - and 2,142 homes in District V
- Wednesdays
  - Limited routes
    - Current: 1
    - Proposed: 2
  - Continue to be utilized as “Catch up” for holidays
  - Effective October 4, 2021

Account Distribution by Day

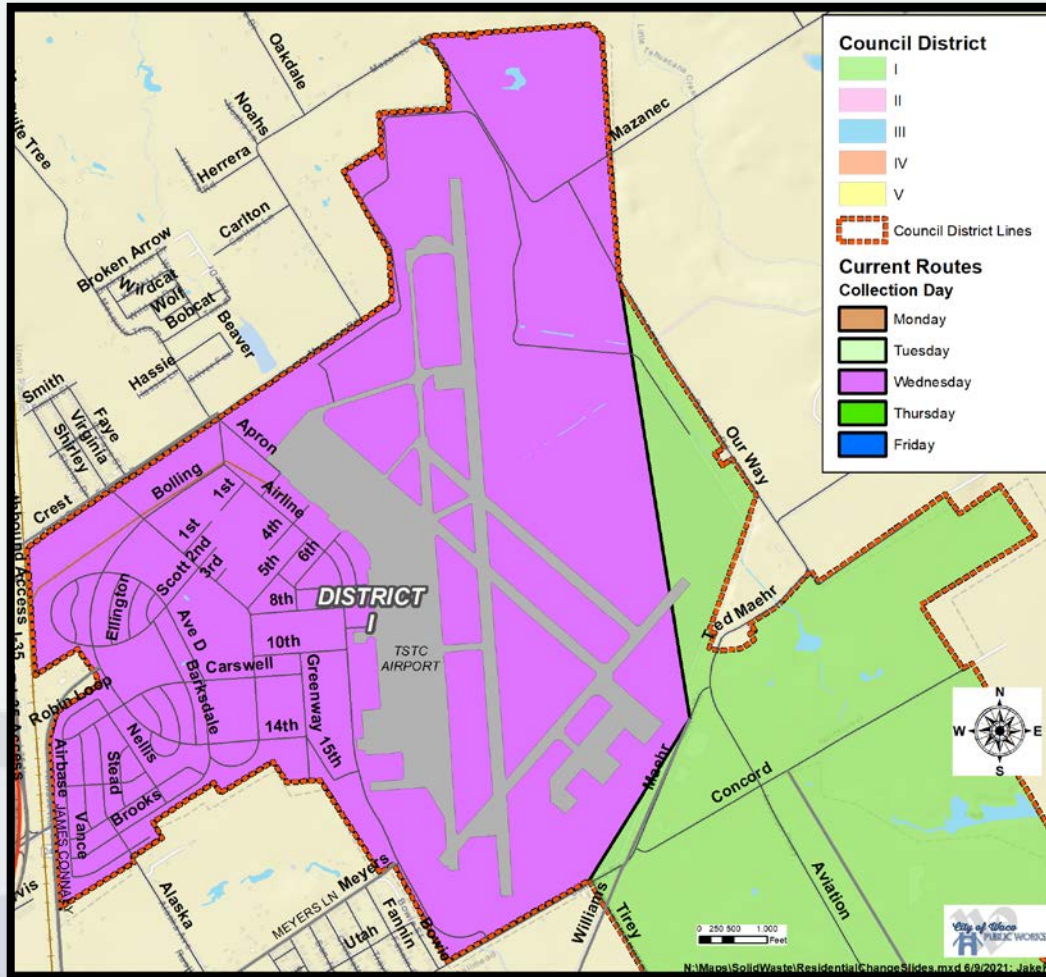




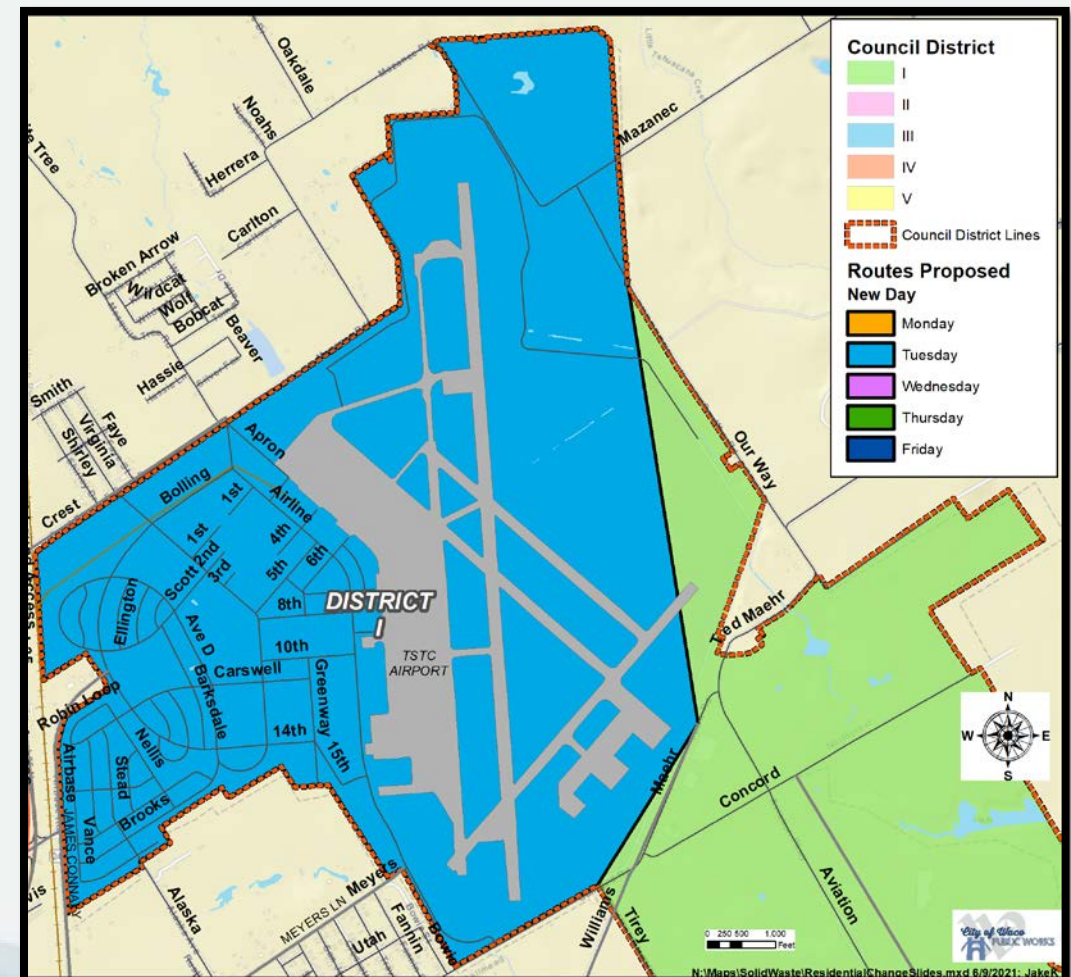


# Route Changes by Day - Wednesday

Current



Proposed





## Current

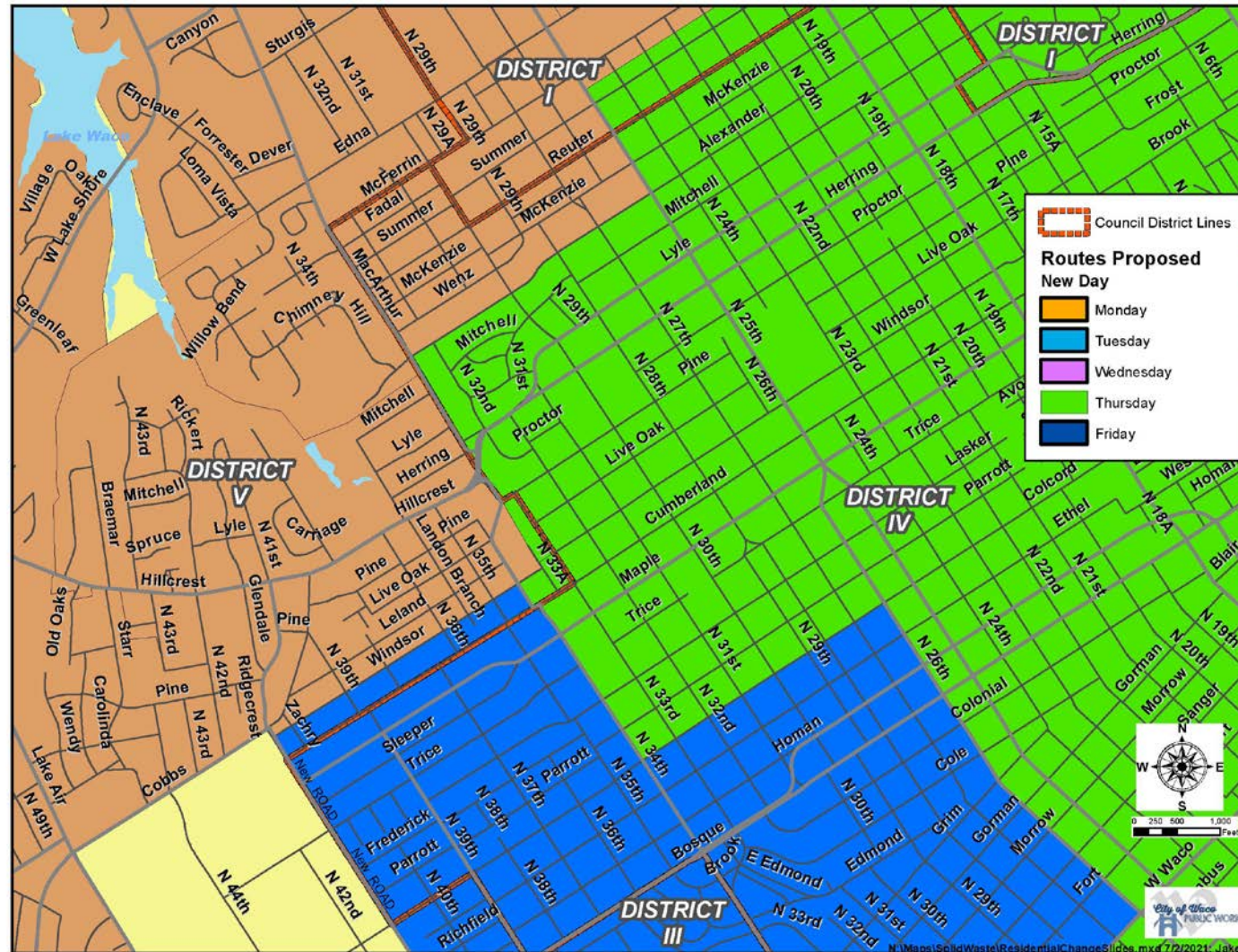


**Proposed**





# Route Changes by Day - Friday



# Summary of Impacted Homes By District

	Mon	Tues	Weds	Thurs	Fri
District 1		600	-600		
District 4				1,025	-1,025
District 5	-2,125		2,125	17	-17
<b>Total</b>	<b>-2,125</b>	<b>600</b>	<b>1,525</b>	<b>1,042</b>	<b>-1,042</b>

Total of 3,767 Homes Impacted



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## *OUTREACH STRATEGY*

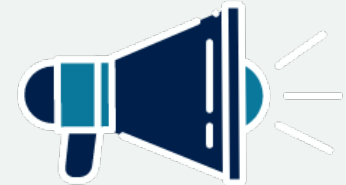
Digital Outreach to Impacted Customers



Direct Message to  
Waco Curbside App  
users impacted by  
schedule change



Social Media push  
through Municipal  
Information and update  
Solid Waste web page



PSA to impacted  
Neighborhood  
Associations



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# SOLID WASTE

## *OUTREACH STRATEGY*

### Direct Outreach to Impacted Customers



- Postcard mailers sent to physical addresses 30 Days prior to schedule change



- Direct outreach by placing cart tags on impacted customers



- Place signs in rights-of-ways of impacted routes and yards of Block Captains



- Phone calls & text messages to numbers in billing system



- All Communication will be in English and Spanish
- Coordination with Neighborhood Engagement and presentations to active Neighborhood Associations
  1. Dean Highland
  2. Highway 84 West
  3. TSTC Student Housing



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# Questions/Discussion



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