



Introduction

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SWM by the Numbers

- Solid Waste Serves 182,000 Residents
- In 2020 we managed over 120,000 tons of trash
- The city has over 32,000 compost subscribers
- The city collected 23,820 tons of Recycling in 2020



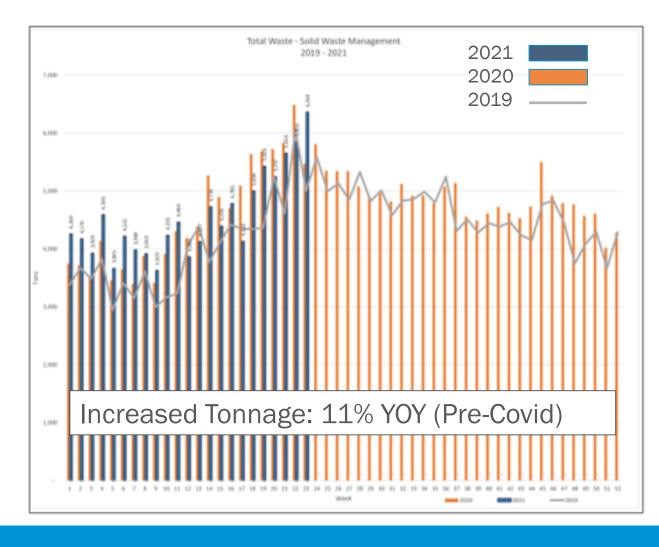
State of Operations

Challenges

- Outdated routing systems
- Challenging routes
- Increased tonnage (up +11%)
- Vacancy levels

Opportunities

- Modernization
- Customer service
- Environmental impact
- Safety of employees and community
- Decrease property damage





Focus Areas - Level of Service

- Recruiting, Hiring and Training New Employees (front line)
- Exploring New Ways to Improve Customer Service
- Listening to Community, Improving Communications
- Supporting City's Sustainability and Resiliency Goals



Strategies to Hire CDLs

- Facebook, Instagram, LinkedIn, KQKS 107.5 and KFCO 107.1
- Craigslist targeted postings
- Recruiters attending job fairs
- Hiring/recruitment events
- Streamlining recruitment process

Solid Waste Equipment Operators/Utility Worker positions filled YTD: 48

Active Recruitment of EO and UW positions: 18 (front line employees)



Level of Service Indicators

What do we track to understand how we are doing?

- We receive an Avg. of 7,924 Cases/Month
- We service 1.7 Million Residential Carts/Month
- Missed pick-up rate is .001% from the total opportunities we have
- Create a case for every call into 311



Upcoming Operational Efficiencies

- Improved Response to 311 Cases
- Identify and Address Safety Concerns
- Manage Illegal Dumping by Addressing Root Cause



Illegal Dumping - clean the City

- Working Saturday routes to address illegal dumping
- Address illegal dumping same week
- Illegal dumping has increased YOY
- Focus on prevention



Congress Park Overview

Congress Park:

- 5,724 households (2010 Census)
- 98% of 80206 (Congress Park) SWM customers are also recycling customers (3,947/4,008 households)

Affected Area:

- Roughly 2500 households affected
- 99.9% compliance in the area
- 996 are compost customers
 - Previous state:
 - Recycle/Compost at curb
 - Trash in alley
 - Current state:
 - Trash/Recycle/Compost all at curb



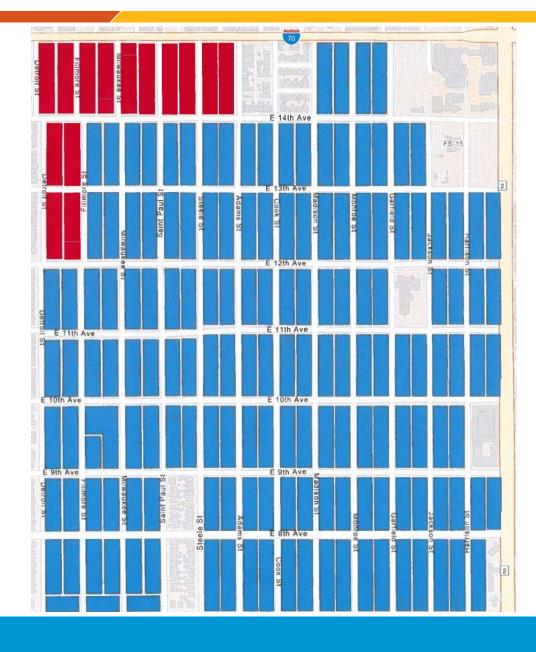


Area Affected

- I-70(Colfax) to E 7th Ave Pkwy
- Detroit St to Colorado Blvd
 - Blue area only
- Compost/Recycle at curb
- Trash in alley

Curb

Alley





Operational Change: Reasoning

- We must create efficiencies to use current resources to maintain service levels
 - Increased safety
 - Require less movement/manual labor
 - Decrease costs
 - Labor/time costs
 - Consolidating pick-up locations
 - Standardizing collection set-outs
 - Reducing the need for two-operator trucks
 - Reducing the potential for property damage



Pick-up locations

How does SWM decide on cart pick-up locations

Based on width of an alley, we encourage alley pick up.

How many people requested exemptions?

 A total of 16 exemptions were granted; some residents requested a smaller trash cart and/or to place their containers at the end of the alley in the cross street and those request were granted.



Operational Accommodations

Ability Concerns:

Meeting needs of elderly/disabled

operators assist with cart movement during collection.

Logistic Concerns:

Steep hills/cars parked on the curb

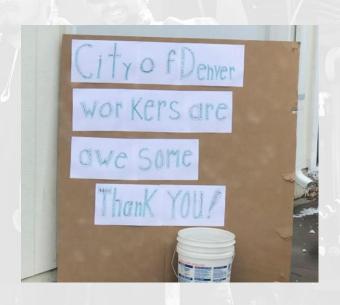
 SWM Supervisors are approving common cart locations in the alley, so the truck can grab the cart from the cross street.



Thank you to our drivers and staff!







Questions?

