

# Denver Solid Waste Management Division July 27, 2021

# 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

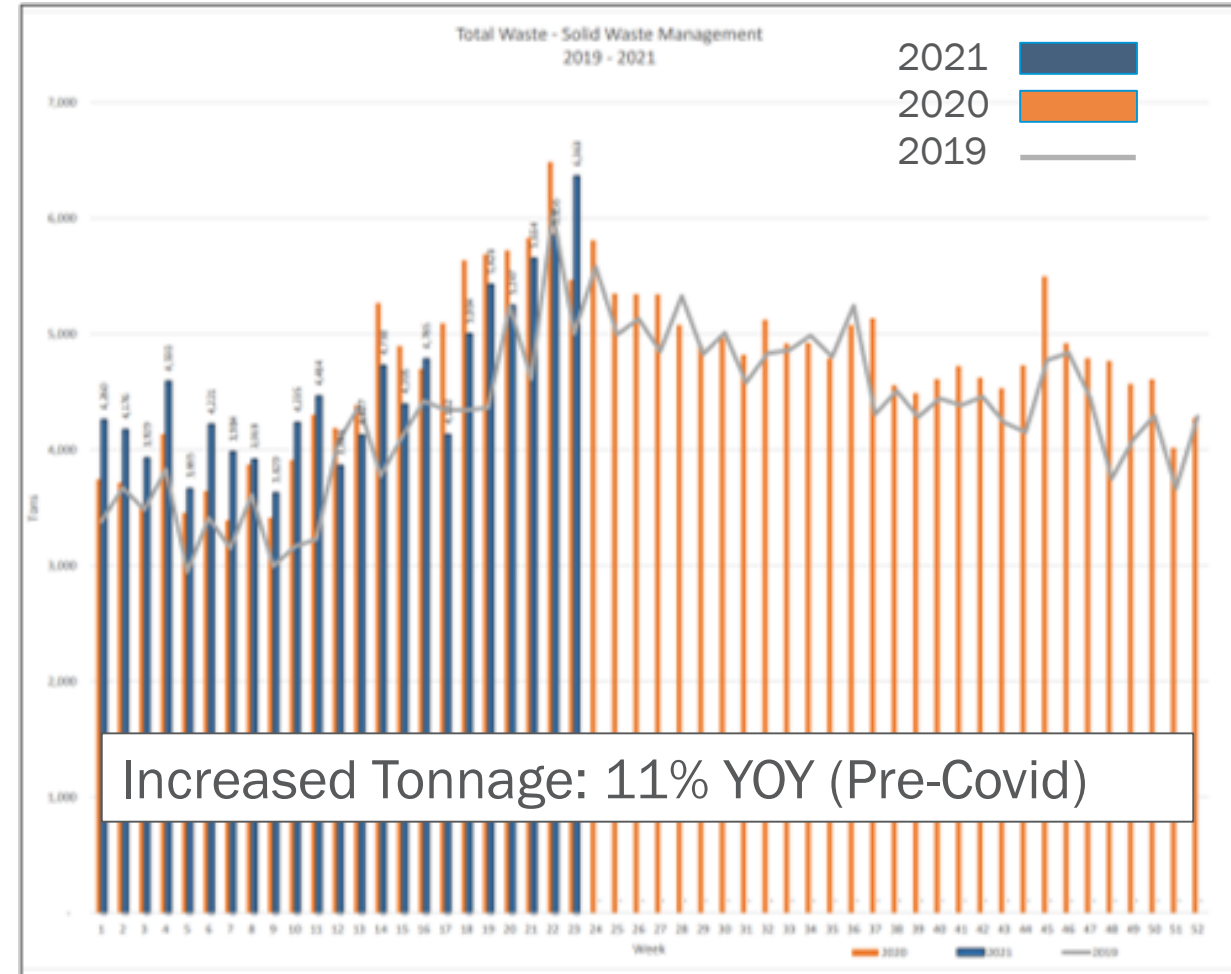
# State of Operations

## 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- Outdated routing systems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:

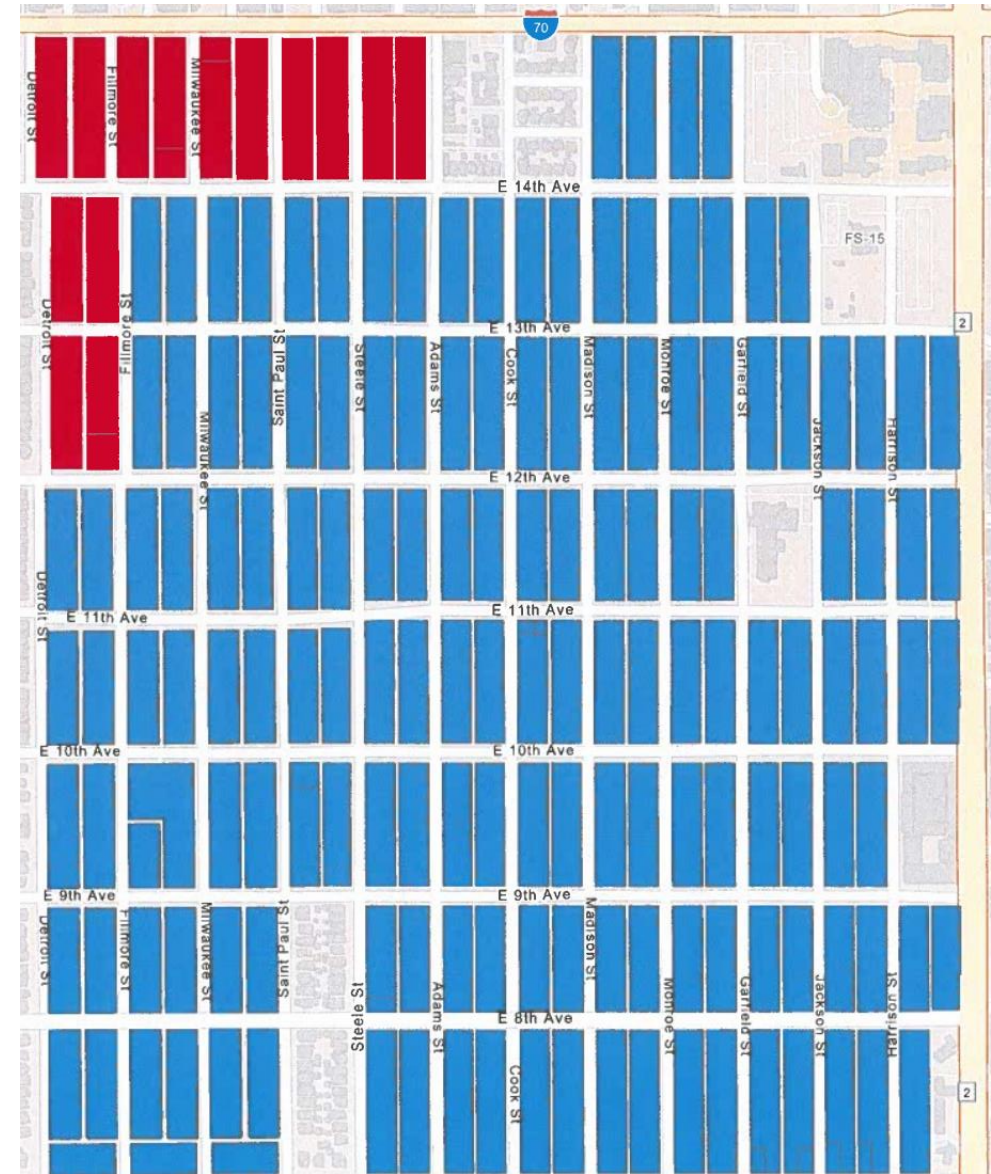
- Roughly 2500 households affected
- 99.9% compliance in the area
- 996 are compost customers
  - Previous state:
    - Recycle/Compost at curb
    - Trash in alley
  - Current state:
    - Trash/Recycle/Compost all at curb

# Area Affected

- I-70(Colfax) to E 7<sup>th</sup> 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

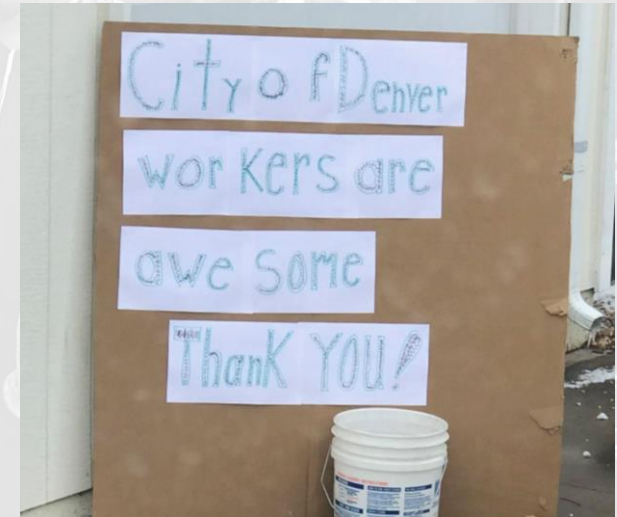
- operators assist with cart movement during collection.

## 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?