

## **Collection Days are Changing for Many City Trash, Recycling and Compost Customers**

**Overview:** Denver's Department of Transportation and Infrastructure (DOTI) is implementing new trash, recycling, and compost collection routes to operate and deliver services more efficiently. As a result, starting January 3, 2022, collection days will change for many customers.

### **Why are New Routes Needed?**

- It is critically important DOTI improve its processes to continue to deliver the high levels of service that customers expect, particularly amid a nationwide driver shortage.
- Changing collection days is a common practice among private sector trash collection companies; yet this is the first time in more than 15 years that DOTI has made significant routing adjustments while the city has grown by about 200,000 people in that same time period.
- New routes will help DOTI maximize its existing resources, reduce transportation costs, and improve customer service.

### **Whose Collection Schedules are Changing?**

- Collection days will change for about 70% of Denver's trash/recycling/compost customers on January 3, 2022.
- Schedules are changing because the city is implementing new routes that will move our drivers through the city more efficiently, reducing the number of trucks we need to operate, reducing fuel use, and supporting sustainability goals with reductions in greenhouse gas emissions.

### **Why Change Collection Routes Now?**

- DOTI is committed to continuous improvement and its Solid Waste Management Division is delivering on that commitment with a plan to implement new routes.
- There has never been a more critical time for us to implement new routes and process improvements amid nationwide driver shortages and increased volumes of trash we're collecting as stay at home trends continue.
- The new routes change how trash, recycling and compost drivers move through the city.
- The new routes are denser and more compact, so drivers can collect more carts over the course of a day, and we'll run fewer routes as a result:
  - Six fewer trucks needed
  - 62,000 fewer miles driven annually (approx. 10k per truck)
  - Reductions in greenhouse gas emissions (10 metric tons of CO2 per year)
- In addition to new routes, the Solid Waste Management Division will move to a "district" approach, assigning regular drivers to routes, increasing their familiarity with routes and areas, resulting in fewer missed pickups.
- It's also the first time in more than 15 years that DOTI has made any significant adjustments to collection routes. Meanwhile, the city has grown steadily.

### **What Does the New Approach to Routing Look Like?**

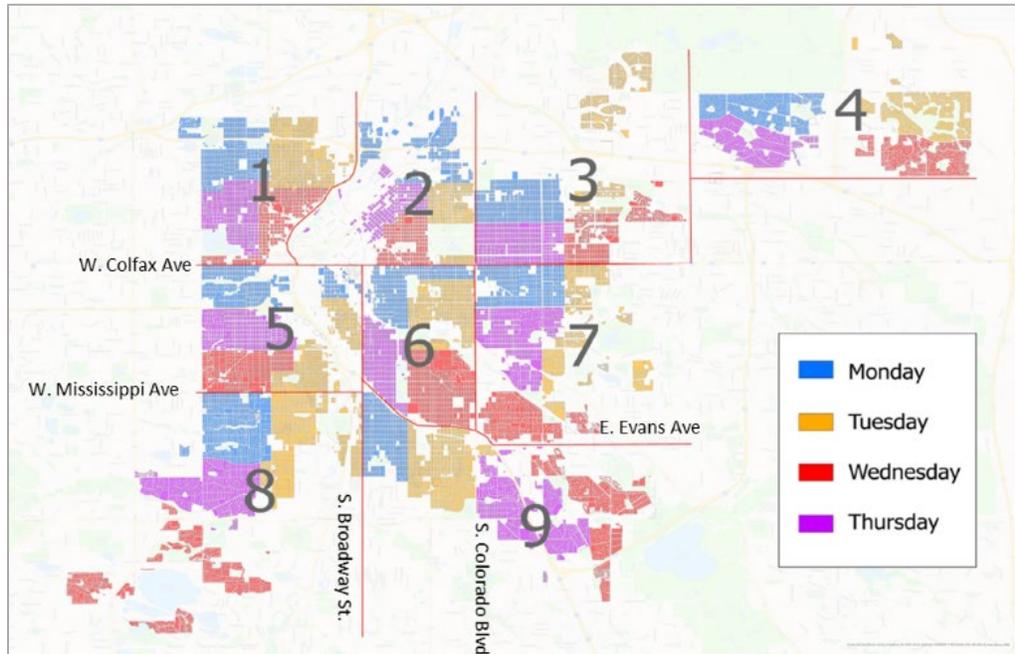
DOTI's Solid Waste Management Division is moving to a district approach, dividing the city into nine (9) districts, with customers in each district assigned a collection day Monday through Thursday.

Drivers will be assigned to districts, running specific routes on a regular basis. Increased consistency and familiarity with routes by drivers will result in better service and fewer missed pickups. A supervisor will oversee each district and all three services in that district (trash, compost and recycling).

Collections will move to a four-day, Monday through Thursday, schedule.

Fridays can be used for catchup work, illegal dumping calls, and holiday pickups that previously pushed collections to Saturdays, reducing overtime and the need to work weekends.

### **New District Approach to Trash, Recycling and Compost Collection**



### **What Do Routing Changes Mean for Customers?**

- Starting January 3, many customers will set out their trash, recycling, and compost carts for collection on a different day of the week than they do today.
- Customers will experience fewer missed pickups, as regularly assigned drivers become familiar with their new routes.
- No more Friday collection services in Denver unless there's a city holiday during the week.
- No more weekend collection services necessary during weeks where there is a city holiday.

### **How will a Customer Know if Their Collection Day is Changing?**

- The first direct communication to customers will happen in December 2021.
- DOTI will mail a *Wastewise* newsletter to all customers, indicating what day of the week they will set out their carts effective January 3.
  - Some people won't experience a change in their trash/recycling/compost collection day. However, many customers will experience a change.
  - Note that the *Wastewise* newsletter, in its current form, has been mailed to all customers on an annual basis for 15 years, so we are utilizing a familiar tool to communicate with

customers.

### **Will the New Routes Conflict with Street Sweeping?**

- The reroute takes sweeping into consideration and reduces conflicts.
- Monday will now be the largest Solid Waste Management collection day and there are no posted sweeping operations on Mondays.
- There are no trash collection routes on Fridays - a day that posted sweeping operations do occur.

### **What if my Cart Collection Day is the same day as my Posted Street Sweeping Day April - November?**

When your cart collection day and street sweeping day are both scheduled for the same day, you have three options for setting out your carts:

- Option 1: Set your carts on the apron (edge) of your driveway
- Option 2: Set your carts off the street on the edge of the curb line
- Option 3: Set your carts on the opposite side of your street

### **What are Other Ways People Can Access Collection Schedules?**

Residents are urged to look for DOTI's *Wastewise* newsletter in their mailboxes in December that will confirm which day of the week they'll set out their carts in the new year.

2022 collection calendars will be available at [www.denvergov.org/reroute](http://www.denvergov.org/reroute) in early December 2021.

On January 3, there will be other ways people can see their collection schedules and get reminders.

- Download the app: Denver Trash and Recycling
- Website: [www.denvergov.org/trashandrecycling](http://www.denvergov.org/trashandrecycling)
- Connect with us, and do more with an account, at [www.denvergov.org/UtilitiesOnline](http://www.denvergov.org/UtilitiesOnline)

Note that current collection days are loaded in city systems. New schedules will be accessible online when the new schedules become effective on January 3.

### **Communications Plan**

Goal: Make as many customers as possible, aware of upcoming collection schedule changes, so they set their carts out on the correct day starting the week of January.

Strategy: Utilize a wide variety of communications channels over the course of November, December and January

Communications Channels:

- DOTI Wastewise newsletter
- Denver City Council newsletters
- DOTI Wastewise newsletter
- Media advisories in November and December (RNOs are copied on these)
- Posts on Next Door
- Posts on Social Media
- Provide hotline for City Council to help address questions