



# City of San Antonio

## Agenda Memorandum

**File Number:**  
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**Agenda Item Number:** 3

**Agenda Date:** November 8, 2022

**In Control:** Community Health, Environment and Culture Committee

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**DEPARTMENT:** Solid Waste Department

**DEPARTMENT HEAD:** David Newman

**COUNCIL DISTRICTS IMPACTED:** Citywide

**SUBJECT:**

Route Rebalancing and Community Engagement Status Update

**SUMMARY:**

A briefing on the community engagement efforts for the upcoming route rebalancing and proposed success measures.

**BACKGROUND INFORMATION:**

On November 7, 2022, the Solid Waste Management Department (SWMD) will implement a plan to rebalance recycling, organics, and garbage collection routes city-wide. The need to rebalance routes is driven by rapid and uneven growth in San Antonio. Approximately 80% of customers will have a change to their collection days.

To communicate the changes to service days, SWMD has undertaken a major community

engagement effort, including mailing postcards to customers twice and holding open house events at each of the Department's four service centers throughout the month of October. SWMD staff has distributed 24,000 notices directly onto carts via stickers. As the date of the change approaches, the Department is also using a text messaging system through CPS Energy to reach customers to remind them of the changes. SWMD is also utilizing social and traditional media to communicate the changes to customers.

The Department has several proposed success measures that will be observed throughout the first week of the rerouting. Staff will review the number of customer calls to 3-1-1, as well as the usage of the "My Collection Day Finder" on [sarecycles.org](http://sarecycles.org). SWMD is prepared to continue to provide excellent customer service to all customers throughout this transition.

**ISSUE:**

This is a briefing item, and no action is required.

**FISCAL IMPACT:**

**There is no fiscal impact from this briefing.**

**ALTERNATIVES:**

This is a briefing item, and no action is required.

**RECOMMENDATION:**

This is a briefing item, and no action is required.