



City of
Lawton

BULKY WASTE PROGRAM UPDATE



DESTINATION EXCELLENCE

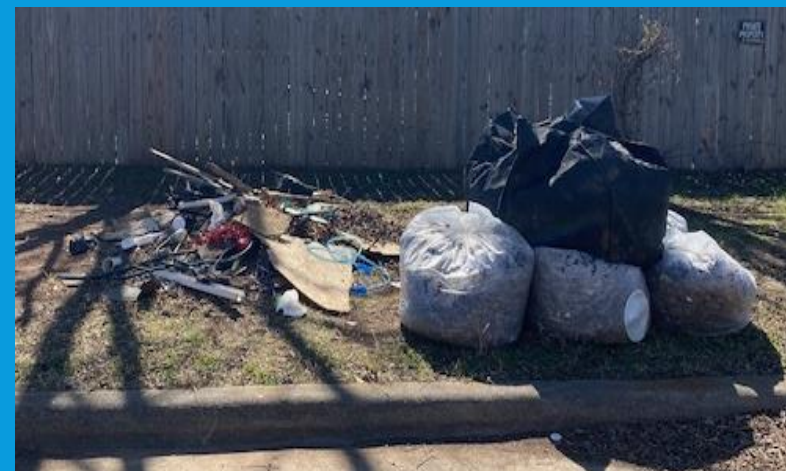
A CLEAN CITY AND CLEAN CULTURE

A COMMUNITY OF CHOICE FOR YOUNG FAMILIES AND PROFESSIONALS

Program Challenges

- Customers setting out items that are not bulky waste
- Blowing litter
- Customers setting out bulky waste at incorrect times
- Customers setting out more than 4 cubic yards of bulky waste
- Customers setting out bulky waste in wrong locations
- Illegal dumping/setting out items at vacant properties with inactive utility accounts or vacant lots
- Fluctuations in setout volumes and fluctuations in personnel levels
- Equipment availability – Commercial, industrial and bulky waste
- Weather – High winds, winter storms, flooding and extreme heat

Program Challenges



Proposed Improvements

▪ Improve Customer Education and Enforcement

- Create a 1 page, bulky waste flyer that describes the program in simple terms with a map and specific collection dates. Post the new flyer on website, distribute to property management companies and real estate agents, provide to new utility account customers, and advertise with a link on utility bills.
 - 1. Bulky Waste flyer was last updated on March 10th
 - 2. Bulky Waste flyer is published on the Solid Waste Division Website and has been viewed 956 times
 - 3. Bulky Waste flyer promoted on Social Media with 697 likes, comments and shares.
 - 4. Bulky Waste flyer was distributed to 28 property management companies and real estate agents. Will provide annually with updated setout guide.
 - 5. Revenue Services distributed approximately 500 Bulky Waste flyers to new water account customers
 - 6. Advertising link to Bulky Waste flyer on utility bills began March 22nd
 - 7. 221 landfill customers charged \$28.75 fees for unsecured loads since January 1, 2023
 - 8. Requested an increase in police presence along 11th Street to enforce securing load ordinance.
- Revise setout guidelines to collect flattened corrugated cardboard.
 - 1. Bulky Waste flyer was last updated on March 10th.
- Provide each non-compliance address with an updated door hanger from solid waste operator that states the reason for non-collection with City contact information and QR code.
 - 1. 49 Door hangers were left during March.
 - 2. 60 Door hangers were left during April.

Proposed Improvements

• Improve Customer Education and Enforcement

- Collect bulky waste in excess of 4 cubic yards and automatically charge account per fee schedule.
 - 1. 1 bulk waste deficiency in excess of 4 cubic yards was automatically charged and collected at the rate of \$11.50/cubic yard.
- Submit all non-compliance address to Neighborhood Services for follow-up enforcement daily. This includes illegal dumping on vacant lots and address without a current utility account.
 - 1. Solid Waste emails Neighborhood Services daily about illegal dumping and bulky waste deficiencies.
 - 2. Solid Waste has reported 63 deficiencies to Neighborhood Services.
- Collect bulky waste from addresses that have corrected non-compliant issues and charge a premium collection rate as established by the fee schedule.
 - 1. 12 bulk waste deficiencies were charged a premium collection rate of \$133.35.

Proposed Improvements

▪ Address Staffing and Equipment Availability

- Propose to purchase four 11 yd rear load trucks that can be operated with a standard drivers license to address lack of CDL drivers.
 - 1. Council approved the purchase of four 11 yd rear load trucks on April 11th.
- Hire 4 additional employees to drive the trucks and 4 additional employees to load the trucks.
 - 1. Staff recommendations during budget meetings included 8 additional employees for Solid Waste.
- Track salaries annually of private haulers and trucking competitors and adjust salaries as needed to retain employees.
 - 1. Salary adjustments for employees with CDLs were made in 2022.
 - 2. Competitors rates were compared during budget preparations.

Proposed Improvements

▪ Address Staffing and Equipment Availability

- Raise commercial collection rates to ensure fees are competitive. Service approximately 150 additional commercial accounts since April, 2021 limiting the use and availability of rear load trucks.
 - 1. Request to revise commercial fee schedule was included in budget preparation.
- Hire additional litter abatement contractors to cover all areas of the City on a set interval.
 - 1. Solid Waste contracts with T&M Solutions for litter abatement along 11th Street but can be used as needed throughout Lawton. During April 2.78 tons of litter collected.
 - 2. Solid Waste utilized City Jail Trustees for litter abatement. During April 1.5 tons of litter collected.
 - 3. Preparing RFP to issue for contracted bulky waste service to supplement in-house service when necessary

Proposed Improvements

▪ Adjust Bulky Waste Schedule

- Revise schedule to initiate collection of each area on a Monday rather than Wednesday. Revising the schedule in this manner requires the additional 4 rear load trucks and 8 employees. Truck acquisition takes approximately 8 – 10 months.
 1. Transition to Monday collection is scheduled for January 2024 with the additional 4 truck and 8 employees to ensure the program has adequate staff and resources to provide services at a level of excellence.
 2. Solid Waste Employees have been directed to work overtime and on Saturdays as need to complete the collection rather than extending into the following week.
 3. Bulk collection is currently being consistently completed within the Wednesday through Friday timeframe.
- Provide adequate Solid Waste Division overtime budget of \$150,000 to ensure all bulky waste is collected within specified timeframe.
 1. An increase in overtime was requested in budget preparation
 2. Preliminary budget proposed expenditures is \$80,000



What Changed In Neighborhood Services

• 24 Hour Notices

- Posted on properties that items at the curb are in violation.
- Bulk waste: Home is tagged and information sent to solid waste to collect for premium pick up.
- Junk & Debris: Home is tagged and if not cleared in 24 hours the property is abated the very next day and charge to the utility account.
- Open communication with solid waste on this issue

• Neighborhood Services Numbers

- 40 Bulk out of cycle notices forwarded to solid waste
- 30 Junk & Debris notices have been issued.
- 6 have been abated and charged to the water account.
- 3 citations have been issued