



Solid Waste & Recycling Collection Service Update

City of Lewisville



Sustainability in Action

Root Cause/Remedy for Improvement

Repeated Missed Collections

- **Immediate Remedy:**
 - Augment Staffing
 - Brought in additional drivers from other areas to amplify our staffing
 - Ensuring Lewisville has enough drivers per route daily
 - Added an additional route in Castle Hills
 - Use GPS tracking to verify the drivers routes daily with additional staff
 - Improved Route Maps
 - Detailed intricacies of Castle Hills
- **Ongoing Solution**
 - Maintain increased staff levels (Lewisville-Only Drivers)
 - Continue GPS tracking oversight (normal staffing)
 - Limit driver rotation
 - Drivers are more familiar with route details
 - Improved training effectiveness
 - Service consistency

Root Cause/Remedy for Improvement

Complaints and Service Issues

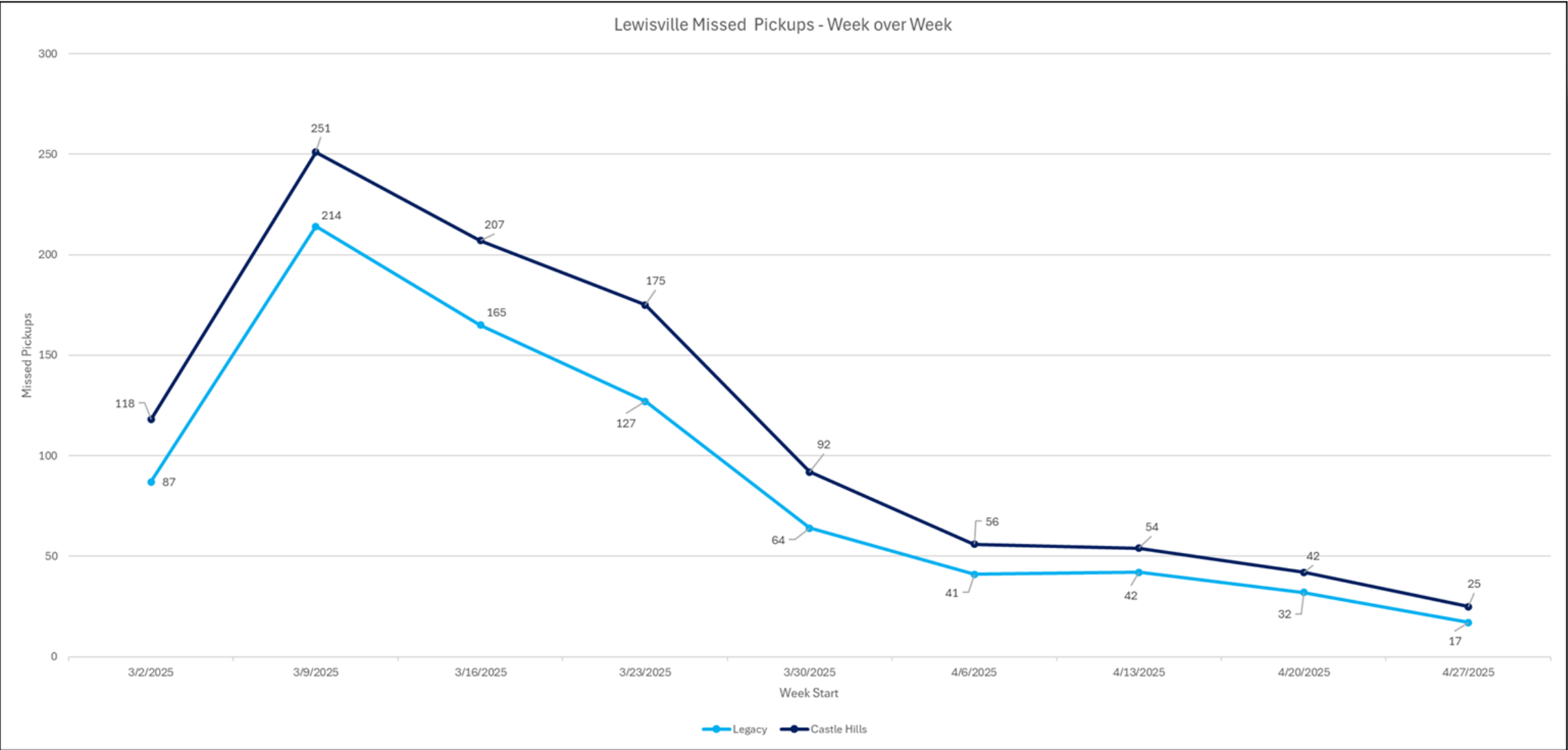
- **Immediate Remedy:**
 - Additional Logistic Analyst Support
 - Review GPS breadcrumb data
 - Detailed oversight
 - Driver training
 - Secret Shopper (Customer Service Call Takers)
 - Evaluate customer service response
 - Training
 - Additional supervisors
- **Ongoing Solution**
 - Continued logistic analyst support
 - New supervisor
 - Call taker quality control

Data

Since Castle Hills Addition

Lewisville – Missed Services 2025													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Legacy Lewisville													
Trash	92	210	436	122									860
Recycle	60	62	88	43									253
Bulk/YW	-	-	72	28									100
Total	152	272	596	193									1213
Castle Hills													
Trash	-	60	100	27									187
Recycle	-	32	53	23									108
Bulk/YW	-	-	11	3									14
Total	-	92	164	53									309
Total Misses	152	364	760	246									1522

Progress



Next Steps

- **Evaluate Video from Trucks**
 - Determine reason for missed collection
 - Driver training
 - Customer training
 - Physical issues
- **Weekly Meetings with City Staff**
 - Track progress
 - Coordinate on proposed solutions
- **Customer Communication**
 - Education



Questions?



Sustainability in Action