SEPTEMBER 2016

Code Report

FORT WORTH
CODE COMPLIANCE

Code Report

The monthly *Code Report* is an initiative of the City of Fort Worth's Code Compliance Department aimed at keeping the residents of Fort Worth abreast of the department's services to the community and the results of such efforts.

The Code Compliance Department has six main public service areas:

- Animal Care and Control
- Code Enforcement
- Consumer Health
- Customer Care
- Environmental Management
- Solid Waste Services

As it can be gathered from the results conveyed in this *Code Report*, all areas of service continue to achieve impressive results as they all strive to provide outstanding customer service. Please take the time to read the *Code Report* and share your thoughts with us. We value your insights and feedback on Code Compliance's various programs and look forward to hearing from you.

Please notice that, unless noted, the *Code Report* makes use of fiscal year (FY) instead of calendar year. Fort Worth's fiscal year runs from October 1 of a given year to September 30 of the following year.

For comments, suggestions or questions please contact:

Joao Pimentel, AICP – Editor
Joao.Pimentel@FortWorthTexas.gov
817-392-5157

Animal Care and Control

Animal Care and Control directs animal shelter operations, animal adoption centers, spay/neuter and low-cost vaccinations clinics, animal ordinance enforcement and public education. These programs work to reduce the number of unwanted stray animals in the city, minimize the threat of diseases such as rabies, and prevent injuries caused by animals. It's the goal of the shelter to find loving and forever homes for all the animals that land in their care.

September 2016 Statistics

This chart reflects the monthly movement of animals in and out of the shelter. Most significant is the shelter's "live release rate" which indicates how many pets successfully left the shelter either through adoption, rescue or return to owner. The daily challenge of managing a municipal shelter is daunting as the Fort Worth Animal Shelter refuses no animals. The vast majority of the animals that come into the shelter are a result of unwanted animals helplessly wandering the streets.

September Live Release Rate: 85.5%

		Dogs	Cats	Total
A	BEGINNING SHELTER COUNT 9/1/2016	468	302	770
	INTAKE (Live Dogs & Cats Only)			
B	From the Public	1124	173	1297
C	Incoming Transfers from Organizations within Community/Coalition	0	4	4
D	Incoming Transfers from Organizations outside Community/Coalition	0	0	0
E	From Owners/Guardians Requesting Euthanasia	7	0	7
F	Total Intake [B + C + D + E]	1131	177	1308
G	Owner/Guardian Requested Euthanasia (Unhealthy & Untreatable Only)	5	0	5
H	ADJUSTED TOTAL INTAKE [F minus G]	1126	177	1303
I	ADOPTIONS	512	150	662
J	OUTGOING TRANSFERS to Organizations within Community/Coalition	183	37	220
K	OUTGOING TRANSFERS to Organizations outside Community/Coalition	3	60	63
L	RETURN TO OWNER/GUARDIAN	291	2	293
	DOGS & CATS EUTHANIZED			
M	Healthy (Includes Owner/Guardian Requested Euthanasia)	0	0	0
N	Treatable - Rehabilitatable (Includes Owner/Guardian Requested Euthanasia)	87	1	88
O	Treatable - Manageable (Includes Owner/Guardian Requested Euthanasia)	21	7	28
P	Unhealthy & Untreatable (Includes Owner/Guardian Requested Euthanasia)	50	50	100
Q	Total Euthanasia [M + N + O + P]	158	58	216
R	Owner/Guardian Requested Euthanasia (Unhealthy & Untreatable Only)	6	0	6
S	ADJUSTED TOTAL EUTHANASIA [Q minus R]	152	58	210
T	SUBTOTAL OUTCOMES [I + J + K + L + S]	1141	307	1448
	Excludes Owner/Guardian Requested Euthanasia (Unhealthy & Untreatable Only)			
	U DIED OR LOST IN SHELTER/CARE	9	28	37
	V TOTAL OUTCOMES [T + U]	1150	335	1485
	Excludes Owner/Guardian Requested Euthanasia (Unhealthy & Untreatable Only)			
	W ENDING SHELTER COUNT 9/30/2016 11:59:00 PM	443	144	587

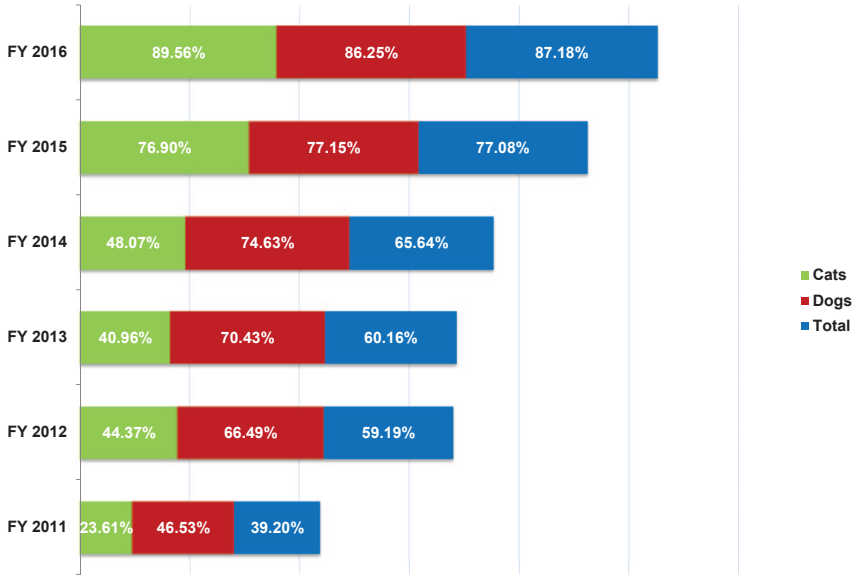
Annual Live Release Rate: 87.18%

		Dogs	Cats	Total
A	BEGINNING SHELTER COUNT 10/1/2015	403	355	758
	INTAKE (Live Dogs & Cats Only)			
B	From the Public	12165	4693	16858
C	Incoming Transfers from Organizations within Community/Coalition	10	13	23
D	Incoming Transfers from Organizations outside Community/Coalition	0	0	0
E	From Owners/Guardians Requesting Euthanasia	59	12	71
F	Total Intake [B + C + D + E]	12234	4718	16952
G	Owner/Guardian Requested Euthanasia (Unhealthy & Untreatable Only)	46	10	56
H	ADJUSTED TOTAL INTAKE [F minus G]	12188	4708	16896
I	ADOPTIONS	5506	1811	7317
J	OUTGOING TRANSFERS to Organizations within Community/Coalition	1982	724	2706
K	OUTGOING TRANSFERS to Organizations outside Community/Coalition	4	1605	1609
L	RETURN TO OWNER/GUARDIAN	2905	70	2975
	DOGS & CATS EUTHANIZED			
M	Healthy (Includes Owner/Guardian Requested Euthanasia)	0	1	1
N	Treatable - Rehabilitatable (Includes Owner/Guardian Requested Euthanasia)	966	24	990
O	Treatable - Manageable (Includes Owner/Guardian Requested Euthanasia)	172	36	208
P	Unhealthy & Untreatable (Includes Owner/Guardian Requested Euthanasia)	565	440	1005
Q	Total Euthanasia [M + N + O + P]	1703	501	2204
R	Owner/Guardian Requested Euthanasia (Unhealthy & Untreatable Only)	46	10	56
S	ADJUSTED TOTAL EUTHANASIA [Q minus R]	1657	491	2148
T	SUBTOTAL OUTCOMES [I + J + K + L + S]	12054	4701	16755
	Excludes Owner/Guardian Requested Euthanasia (Unhealthy & Untreatable Only)			
	U DIED OR LOST IN SHELTER/CARE	94	218	312
	V TOTAL OUTCOMES [T + U]	12148	4919	17067
	Excludes Owner/Guardian Requested Euthanasia (Unhealthy & Untreatable Only)			
	W ENDING SHELTER COUNT 9/30/2016 11:59:00 PM	443	144	587

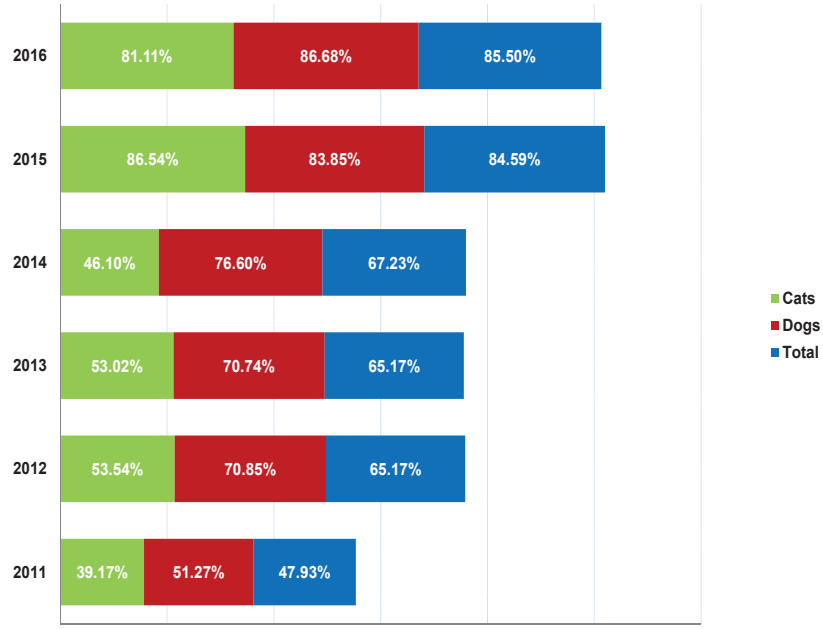
Live Release Rate

The "live release rate" indicates how many pets successfully left the shelter either through adoption, rescue or return to owner. The September rate of 85.50 percent is another accomplishment for the shelter and its partners. These statistics are nearly unobtainable by a majority of government-supported shelters due to lack of resources and funding.

ANNUAL LIVE RELEASE RATE COMPARISON



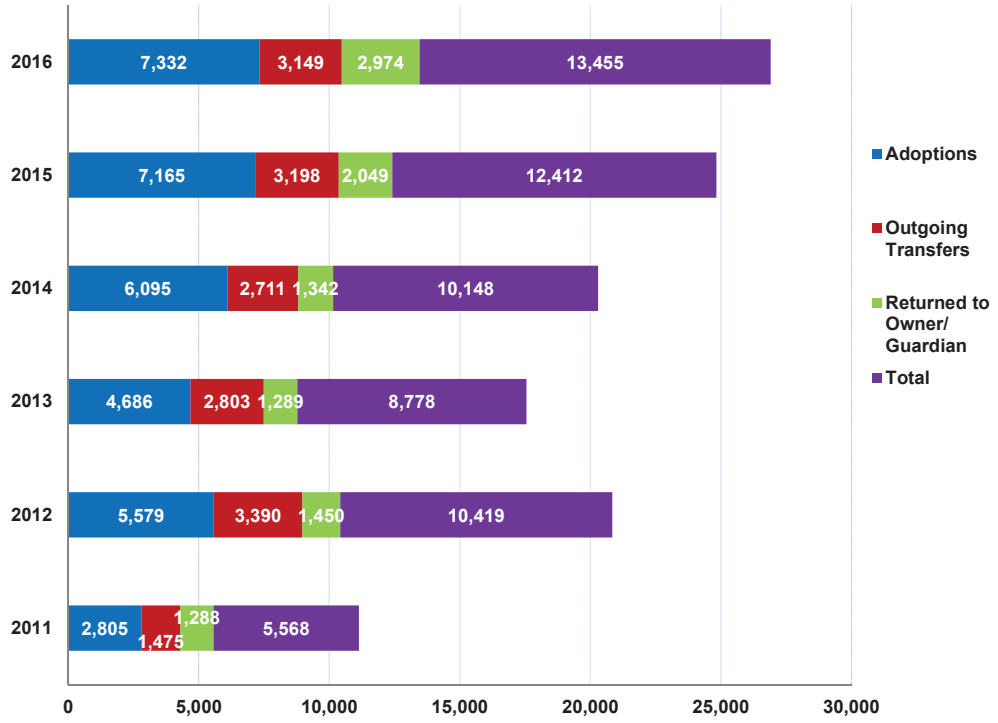
SEPTEMBER LIVE RELEASE RATE BY YEAR



Outcomes

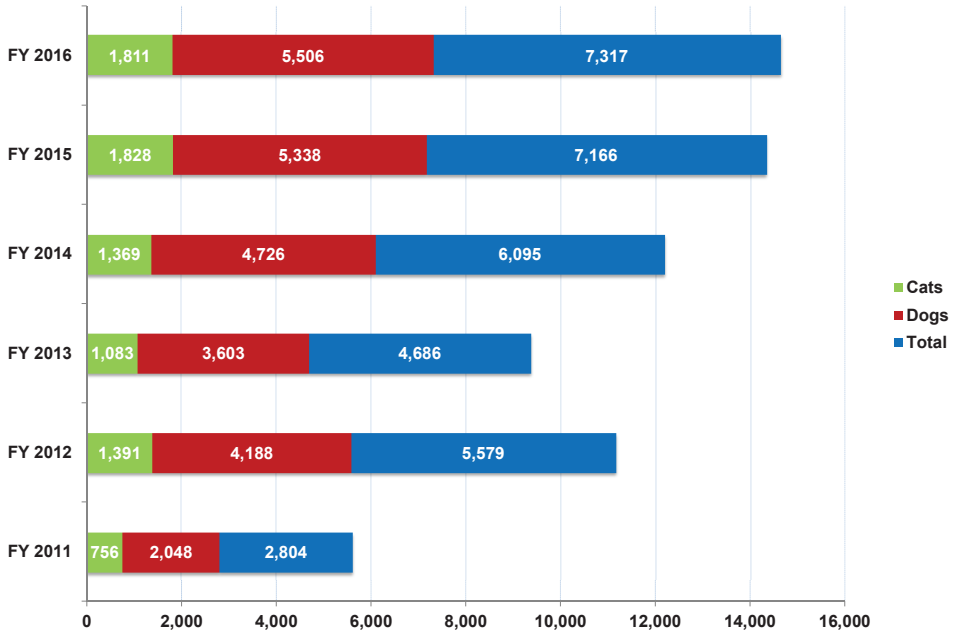
Animals leaving the shelter through adoptions, outgoing transfers (rescue organizations), and return to owner

FISCAL YEAR TO DATE LIVE OUTCOMES COMPARISON

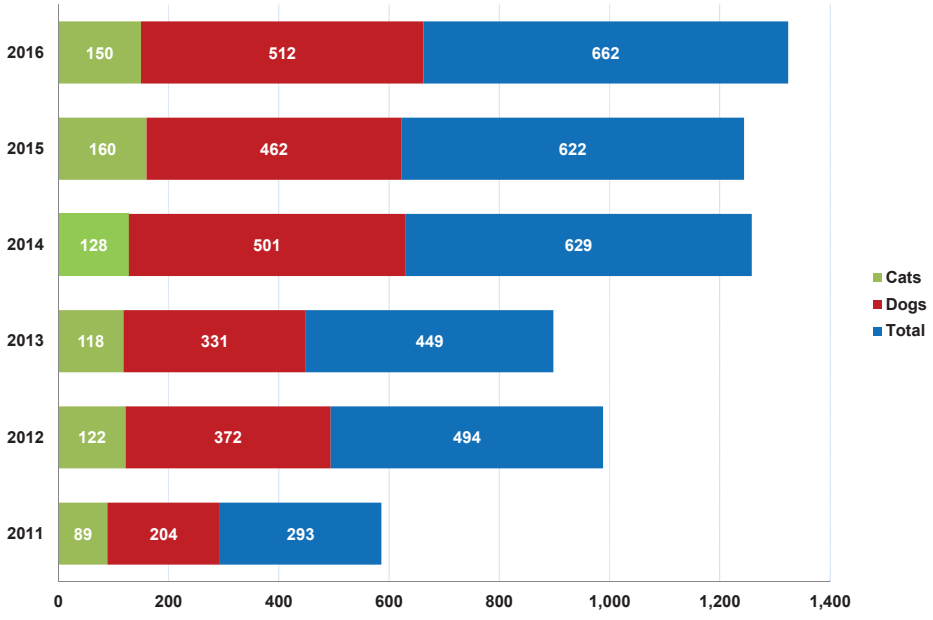


STRONG
PARTNERSHIPS
with the community result
in increased live outcomes.

ANNUAL ADOPTIONS



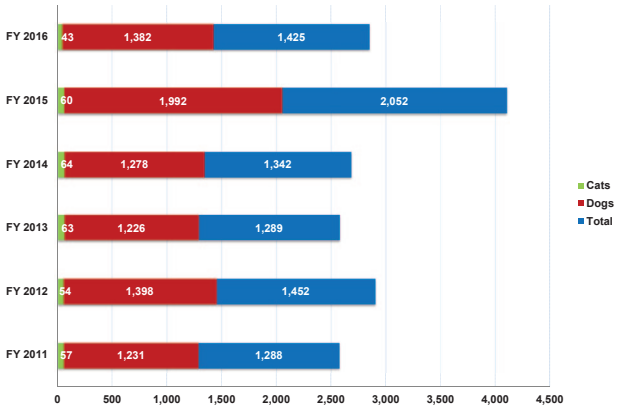
SEPTEMBER ADOPTIONS



Return to Owner

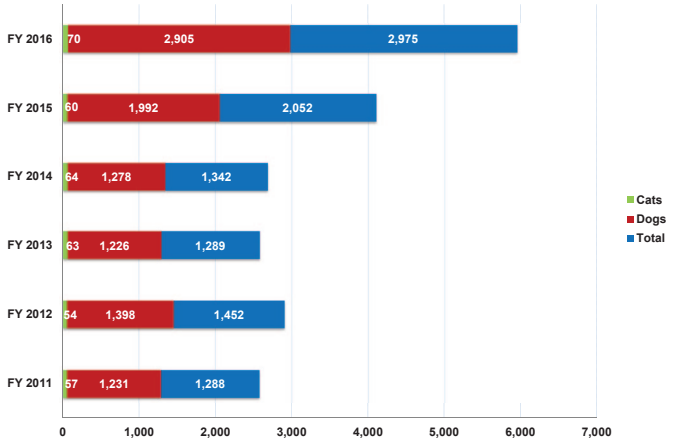
A huge effort is made by animal control officers working within the neighborhoods to return stray/lost pets to their owners without impounding the pets at the shelter. Pets who wear a collar with the city license tag or pets who are micro-chipped have a high rate of being returned to their owners.

ANNUAL RETURNED TO OWNER

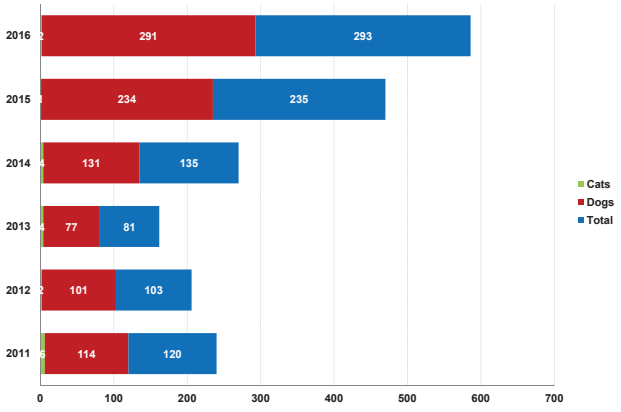


Note: Animal Control Officers do not actively seek out and capture stray cats. Those that are captured are returned to their places of origin under the Trap, Neuter, Vaccinate & Return program

FISCAL YEAR TO DATE RETURNED TO OWNER

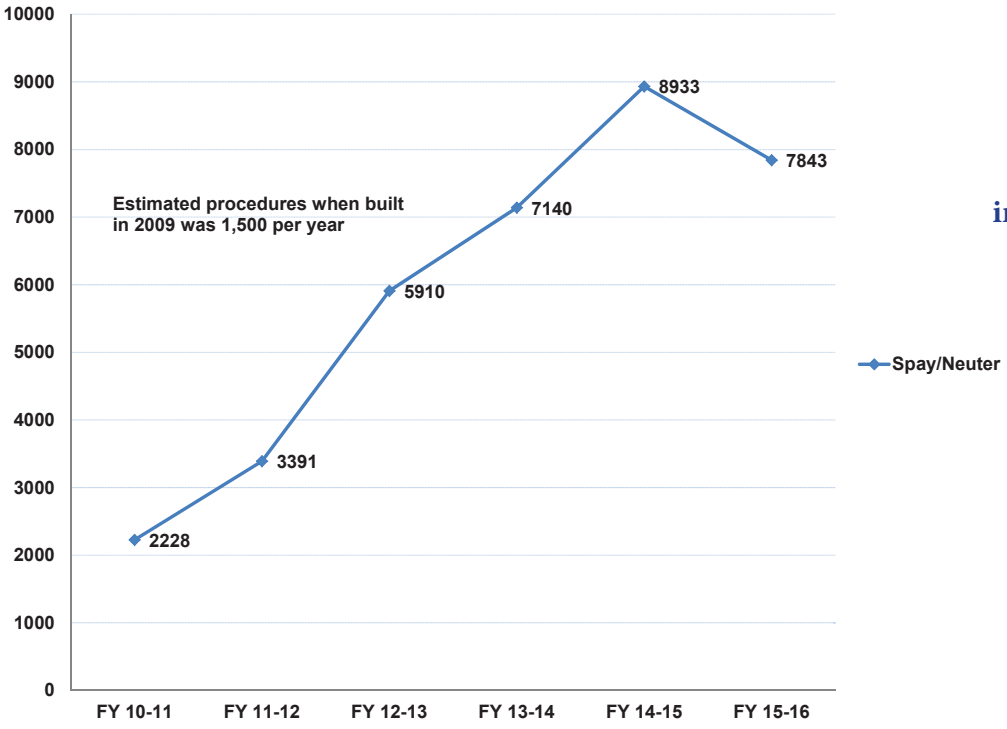


SEPTEMBER RETURN TO OWNER



ANNUAL SPAY AND NEUTER SURGERIES

In order to reduce the stray pet population and to protect the public from safety issues that can occur because of stray animals, all pets that land in the Fort Worth Animal Shelter are spayed and/or neutered before they are adopted, rescued or returned to owners. This chart provides an overview of the dramatic intake of animals coming into the shelter and the mandatory spay/neuter surgeries.

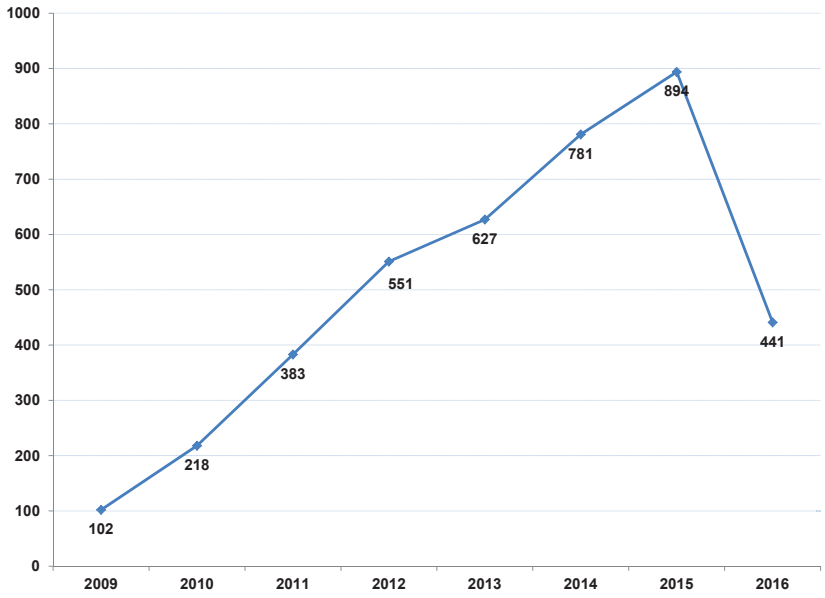


Spaying and neutering animals released from the shelter

=

a dramatic decrease in over-pet population in Fort Worth.

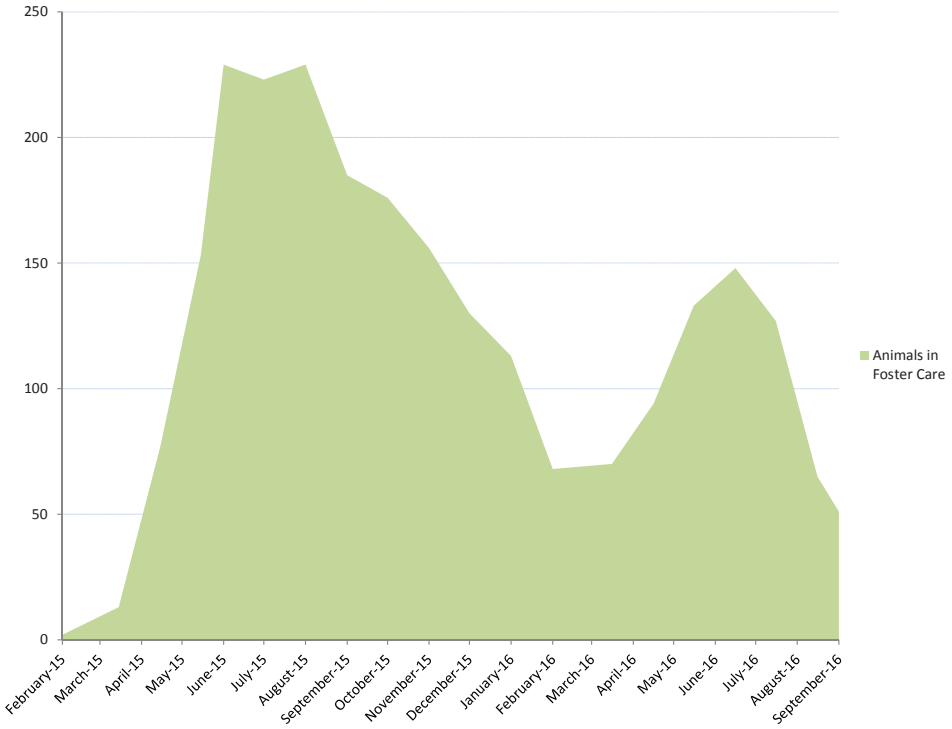
SEPTEMBER YEAR-TO-YEAR COMPARISON



New Foster Program - Cowtown Crashpads

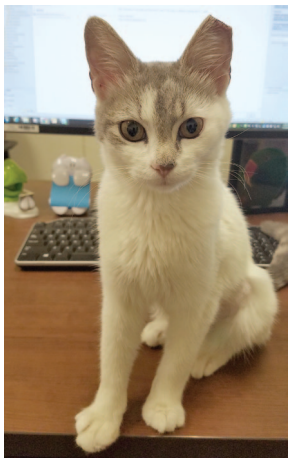
In 2015, the Fort Worth Animal Shelter created its first foster care program entitled Cowtown Crashpads. This program has been a huge success in allowing pets to have the time they need to become adoptable. Pets that enter into the foster program may be recovering from illnesses, injuries or may include newborns too young to be adopted.

ANIMALS IN FOSTER CARE



Note: Chart reflects calendar year data

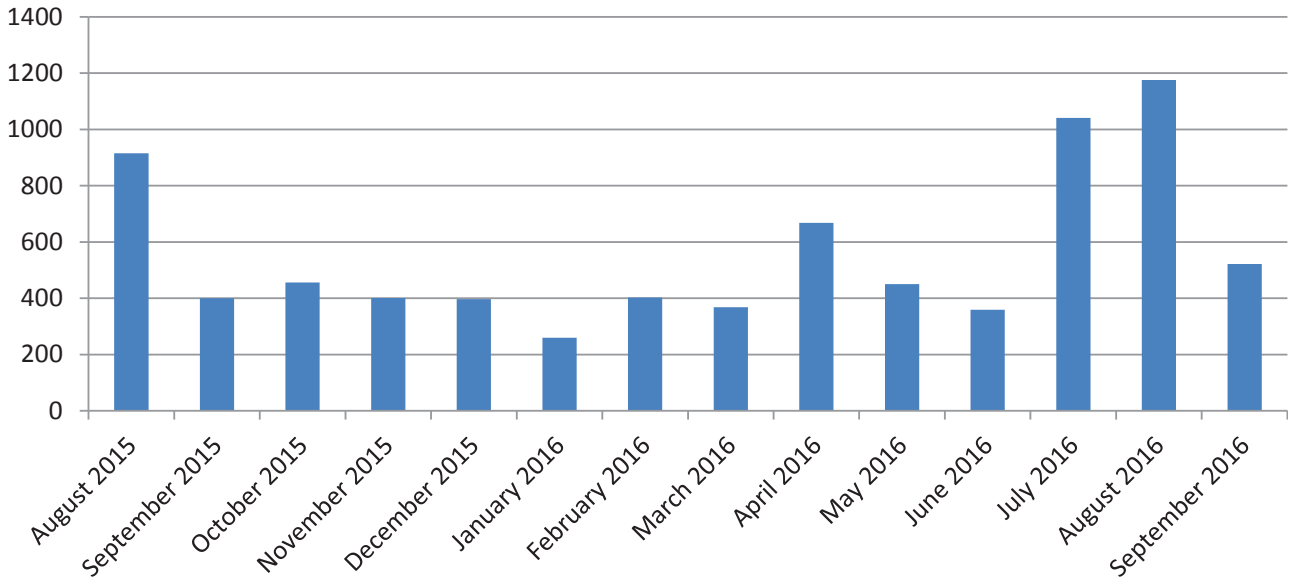
The rise beginning in May and subsequent decrease after August is indicative of more animals in foster care during dog and cat breeding season which follows warmer weather.



COWTOWN CRASHPADS

Volunteer Program

A new volunteer program was established in 2014 to provide much-needed assistance at the animal shelter as well as its two PetSmart Adoption Centers. The program has steadily grown to include volunteers who regularly play and socialize with the pets, assist with special adoption events such as Clear The Shelters, Shelter Pets Rock and offer support to staff.



Note: Chart reflects calendar year data

Volunteers spend on average an impressive

300 hours

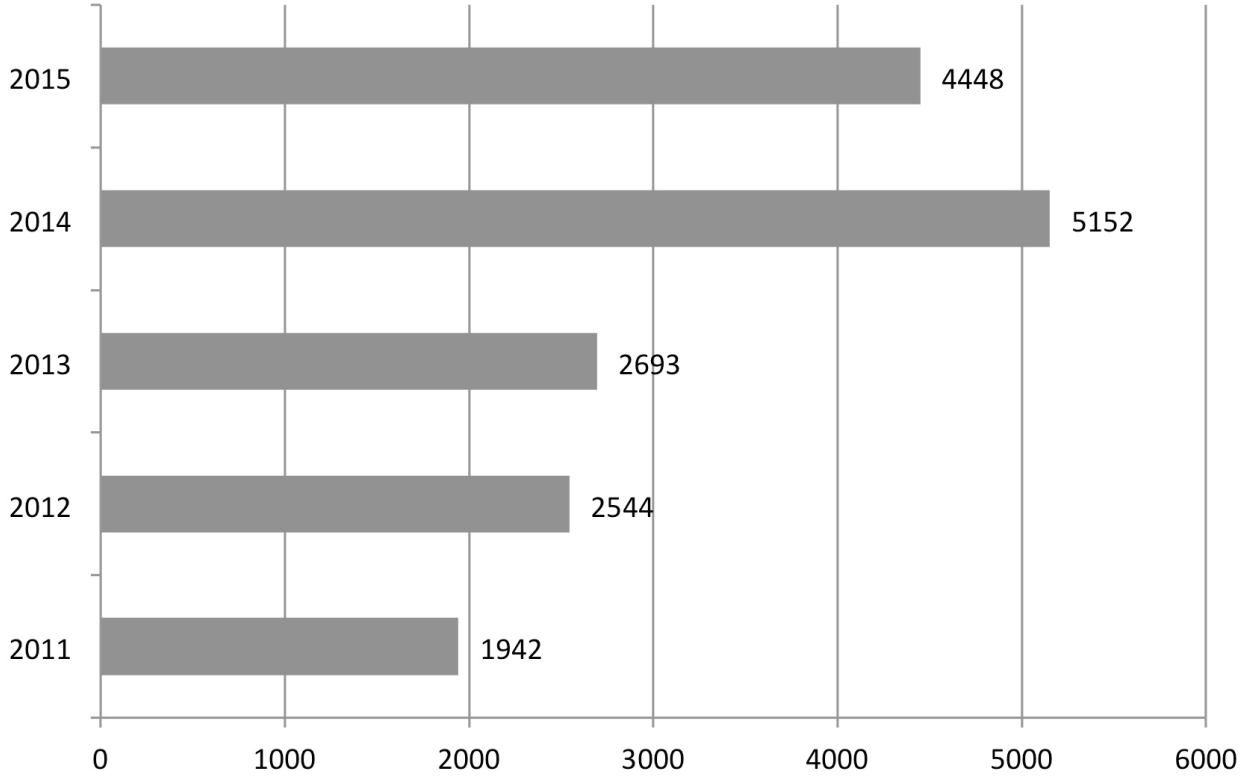
monthly working with our shelter pets – socializing, mobile adoption events, grooming, and even cleaning up!

Enforcement and General Citations

The Fort Worth Animal Shelter provides enforcement of a number of state laws and city ordinances to protect the community at large.

ANNUAL CITATIONS ISSUED

The number of citations issued depends on the number of stray animals reported in the City of Fort Worth. In 2015 a new program of returning dogs to their owners in the field began. This program combined with an additional stray animal team implemented in 2014 resulted in a decrease in the number of citations written in 2015.

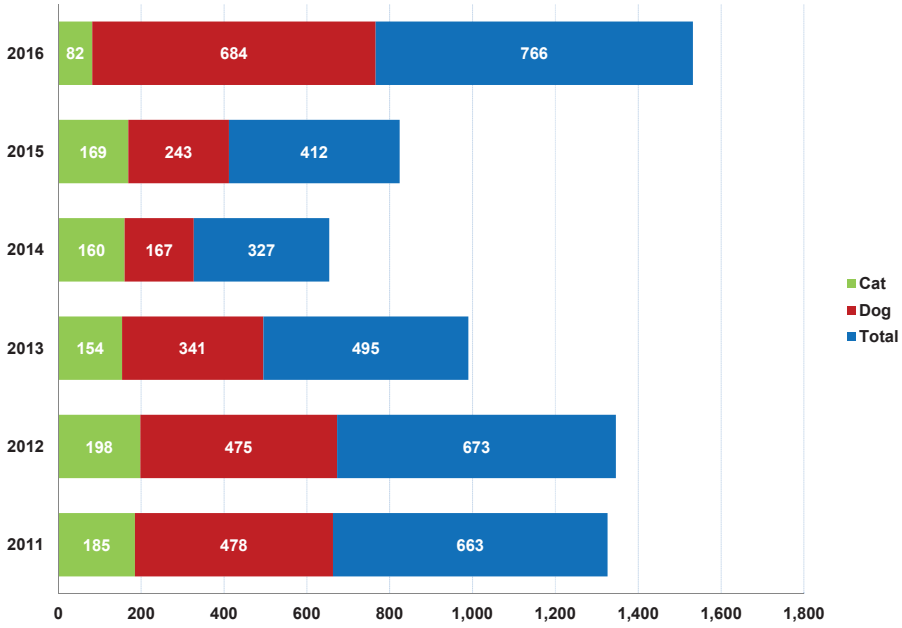


Note: Chart reflects calendar year data

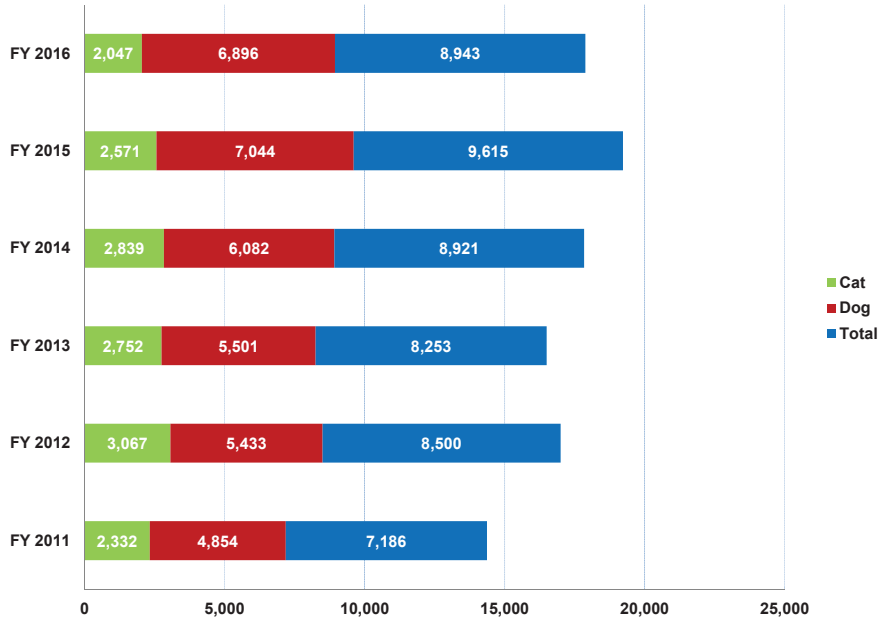
Stray Animal Capture

In 2014, Fort Worth Animal Care & Control furthered their efforts with a new focus of removing stray animals from the streets in our community. The stray teams were formed with a single focus to capture stray animals in the field. There are currently two teams of three officers on each team. Their efforts, in conjunction with other animal officers, have also included record-setting numbers of dogs returned to their owners in the field.

SEPTEMBER STRAY ANIMAL CAPTURE

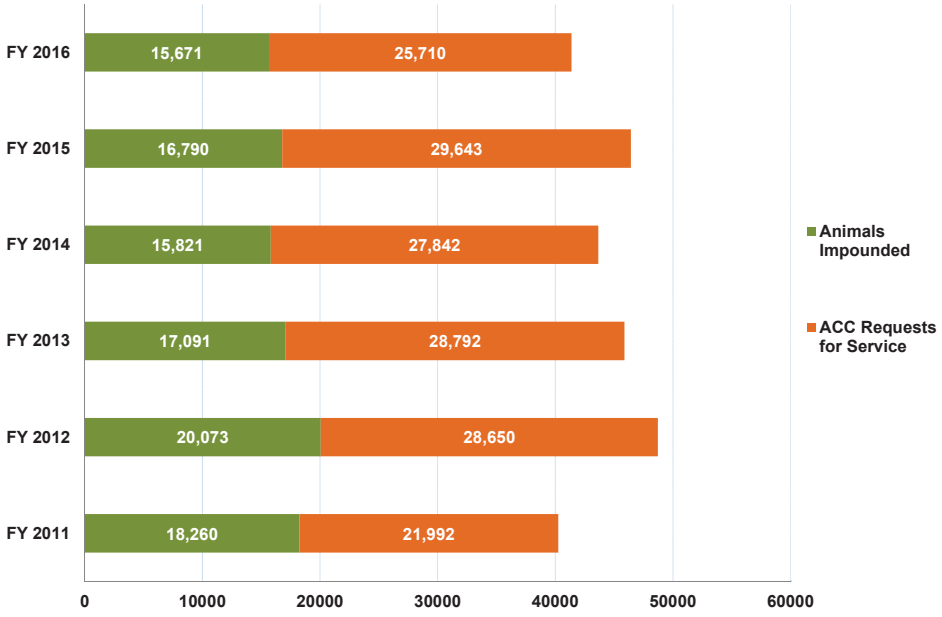


YEAR TO YEAR STRAY ANIMAL CAPTURE

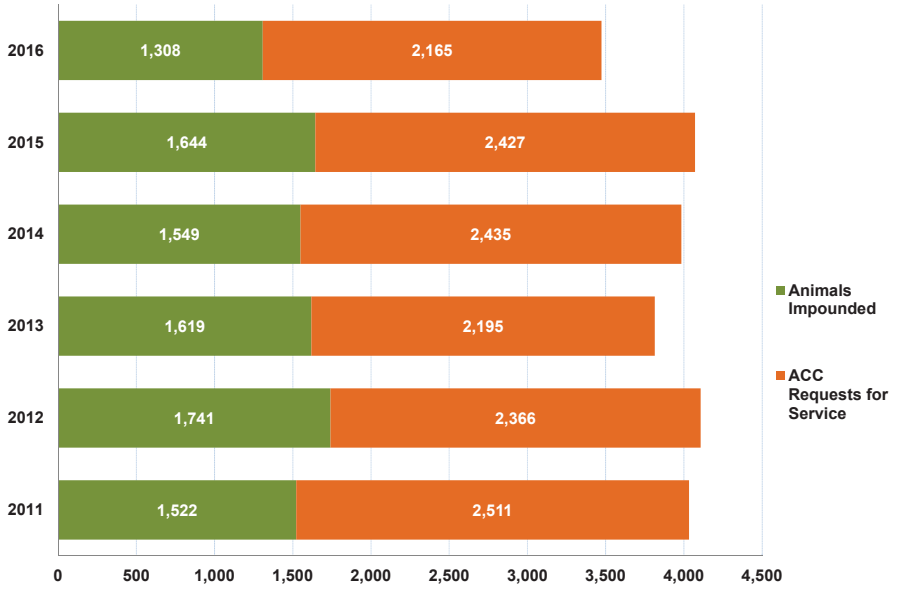


REQUEST FOR SERVICE

In 2014-2015, Fort Worth Animal Care & Control received nearly 25,000 calls for service regarding animal issues. Requests for service typically include all animal welfare issues from stray or injured animals; animals in danger, to wildlife and livestock.



SEPTEMBER REQUEST FOR SERVICE



Resources

DATA QUALITY & CONTROL
Tony Hiller
817-392-6981
Tony.Hiller@FortWorthTexas.gov

FOR ANIMAL QUESTIONS
817-392-1234

ADOPT A PET
FortWorthTexas.gov/animals/adoption

REPORTING AN ANIMAL ISSUE
CityOfFortWorth.wufoo.com/forms/animal-issue-report-form/

FIND AN ADOPTION CENTER
FortWorthTexas.gov/animals/adoption

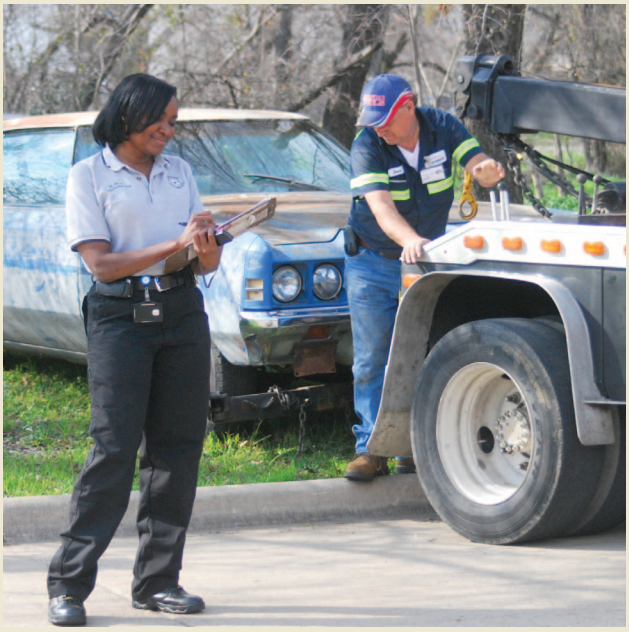
LICENSE YOUR PET
FortWorthTexas.gov/animals/fees

FRIENDS OF HENRY AND SCOUT - DONATE TO HELP SHELTER PETS
FortWorthTexas.gov/animals/donate

LOST AND FOUND PETS
FortWorthTexas.gov/animals/foundpets

Code Enforcement

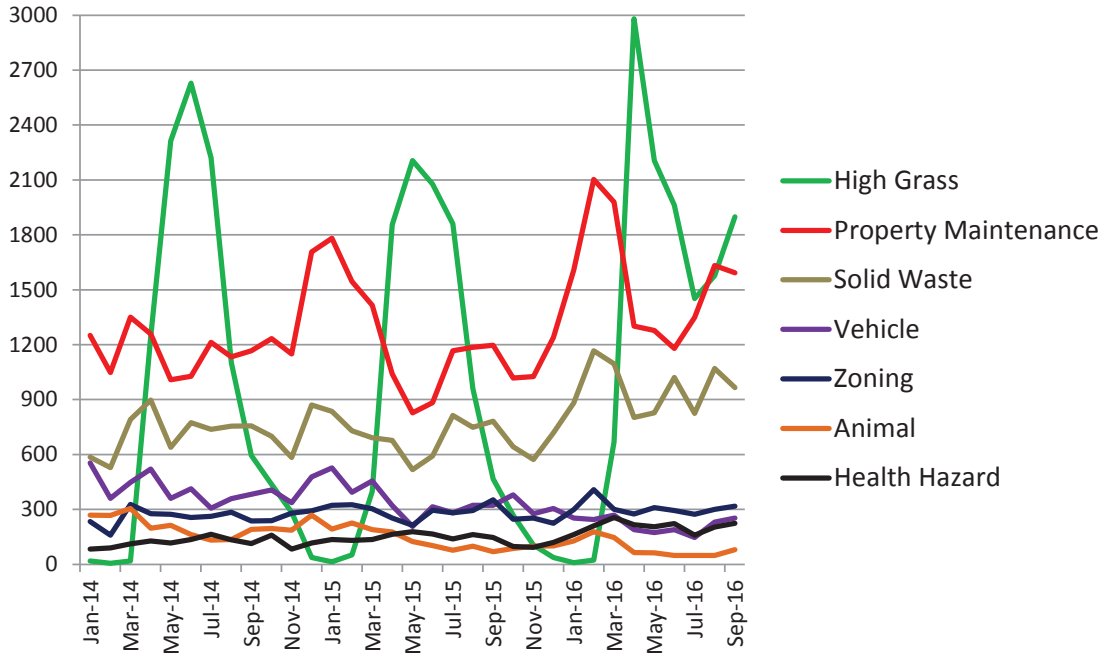
Code Enforcement has two divisions: the Neighborhood Investigations Division and the Building Standards Division which both maintain Fort Worth's status as a clean, livable city by ensuring property complies with rules set by City Council. Code Officers routinely patrol assigned neighborhoods for code violations and investigate complaints with a mission of abating issues and educating residents.



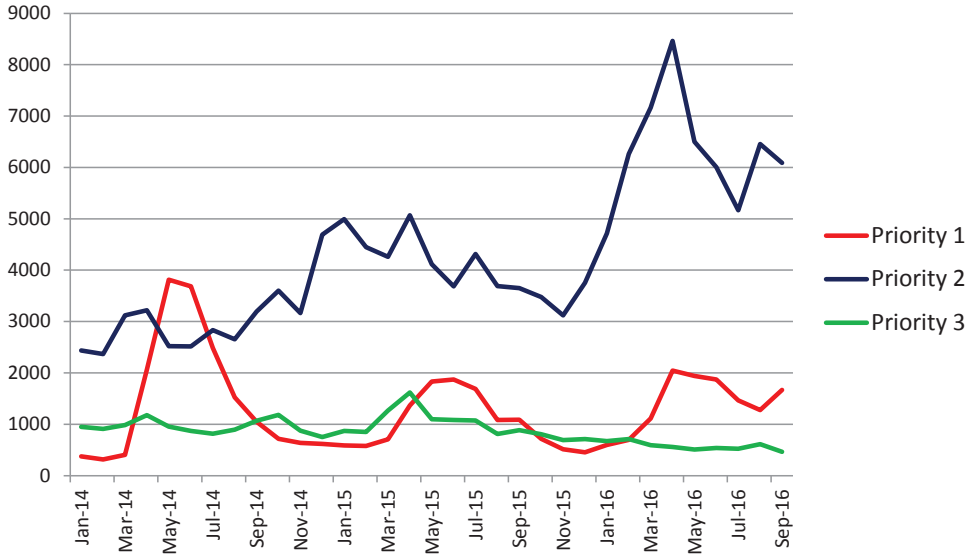
Neighborhood Investigations Division

Neighborhood Investigations Division consists of the neighborhood Code Officers who investigate violations such as high grass, open and vacant structures, junk vehicles, accumulation of debris, contaminated bulk waste and zoning issues.

VIOLATIONS WORKED



VIOLATIONS BY PRIORITY



Neighborhood Code Officers work violations based on priority.

Priority 1 violations are the most dangerous, such as sewage leaks, stagnant water, open/vacant structures and grass over 24 inches in height.

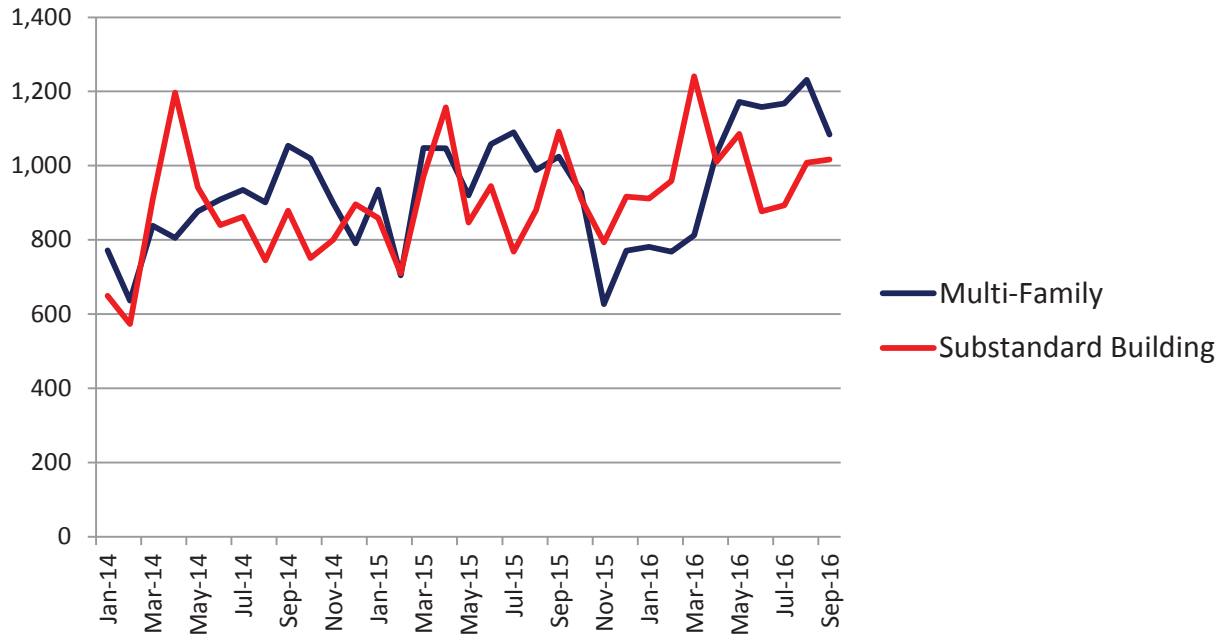
Priority 2 violations include accumulation of debris, bulk waste violations, junk vehicles, outside storage, animal violations and grass between 18 and 24 inches in height.

Priority 3 violations include garbage/recycling cart violations, garage sales and grass between 12 and 18 inches in height.

Building Standards Division

The Building Standards Division consists of the Substandard Buildings Section and the Multi-Family Registration & Inspection Program. The substandard building Code Officers inspect residential and commercial structures while the multi-family Code Officers focus on apartment complexes and properties with three or more units.

VIOLATIONS WORKED



A substandard structure is any building that does not meet the standards or specifications established in the building, plumbing, electrical and mechanical codes

&

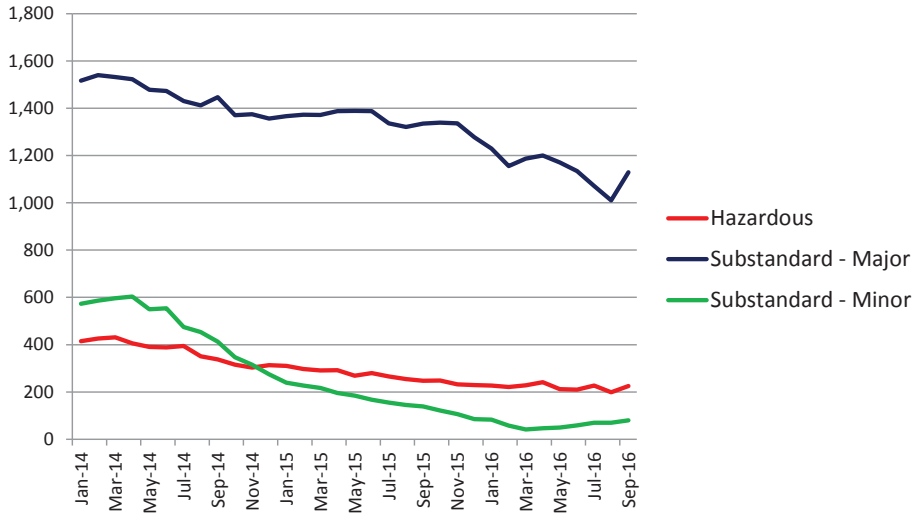
may endanger the life, health and safety of the public.

Substandard Structures

A substandard structure is any building that does not meet the standards or specifications established in the building, plumbing, electrical and mechanical codes and endangers the life, health and safety of the public

SUBSTANDARD STRUCTURE CASES BY CATEGORY

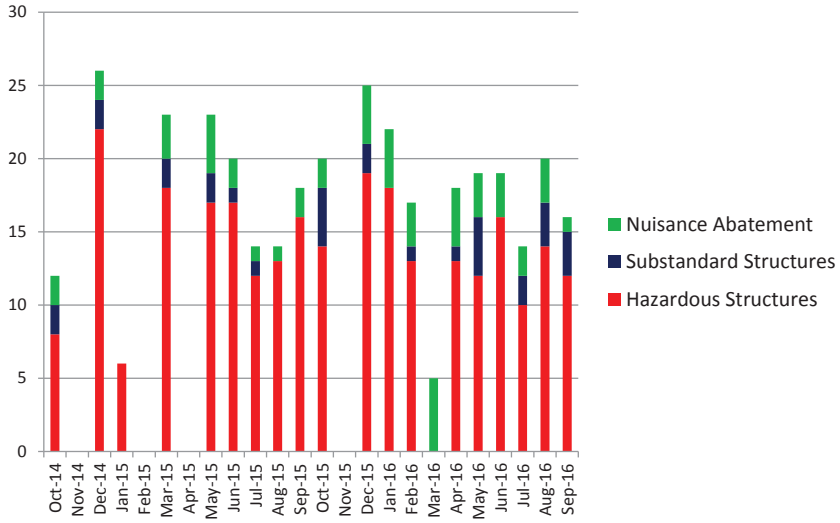
Structures are prioritized based on three categories. Hazardous structures are the most dangerous and need to be repaired or demolished as soon as possible.



BUILDING STANDARDS COMMISSION ORDERS BY CATEGORY

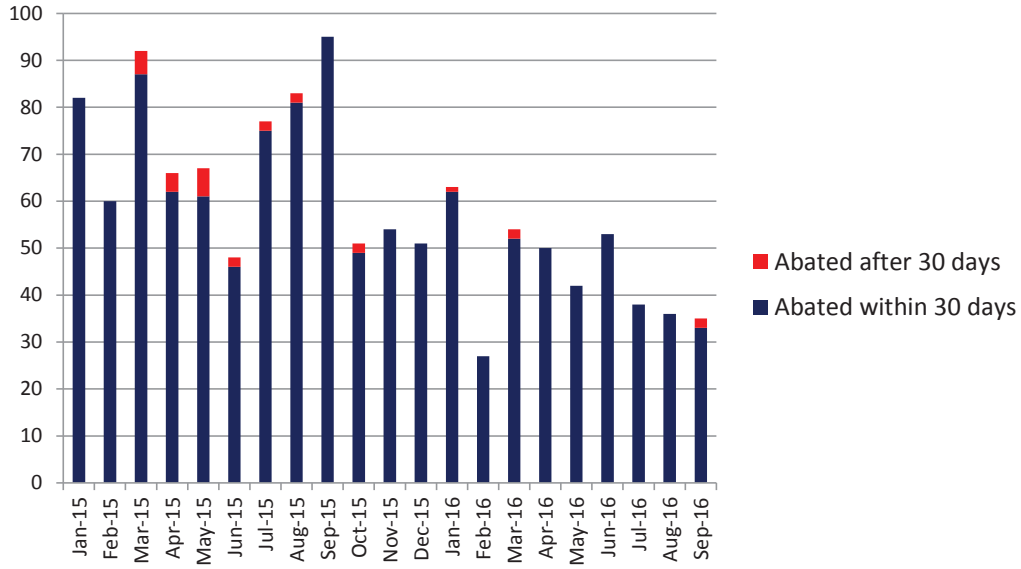
When property owners fail to repair or demolish substandard structures, the property may be taken before the Building Standards Commission. This Commission has the authority to order an owner to comply with all applicable laws and ordinances, including repair or demolition of a structure. They also have the authority to order a property owner to remove or abate a nuisance, such as large accumulations of debris.

The Commission does not meet in November or during inclement weather.



OPEN AND VACANT STRUCTURE VIOLATIONS

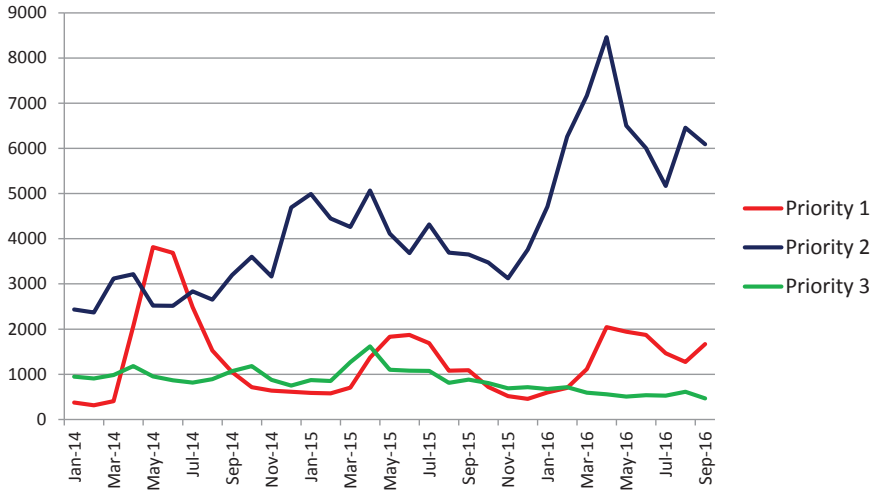
When abandoned structures remain open and unsecured, they provide opportunities for illegal activities such as prostitution and drug sales. Sometimes vagrants gain access and burn structures down while trying to stay warm in winter months. Abandoned structures also can deteriorate, becoming eyesores and promoting urban blight.



Code Enforcement Safe Neighborhood Initiatives

A Safe Neighborhood Initiative is a concentrated educational effort to remove blight and improve a neighborhood by encouraging cooperation and increasing neighborhood pride. Code Officers go door-to-door educating residents about code violations. Residents are given an opportunity to abate any existing violations identified during the discussion. If not abated within a given timeframe, property owners and residents are then issued notices of violation. If necessary, enforcement action is taken.

VIOLATIONS BY PRIORITY



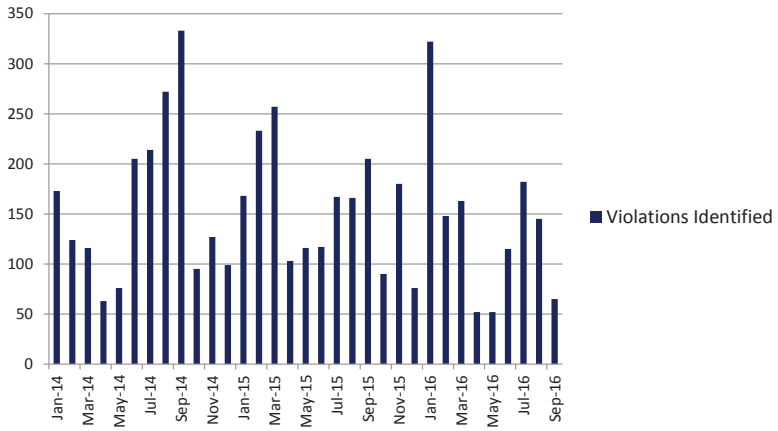
Fort Worth Code Rangers

The Fort Worth Code Rangers is a voluntary program that seeks to promote healthy neighborhoods through community empowerment and action by establishing and maintaining a strong relationship between citizen organizations and the Code Compliance Department.

Trained Code Ranger participants provide reports of suspected code violations. The city then sends courtesy letters to property owners and residents regarding possible code violations in an effort to improve the appearance and safety of the neighborhood. The goals of the program are to:

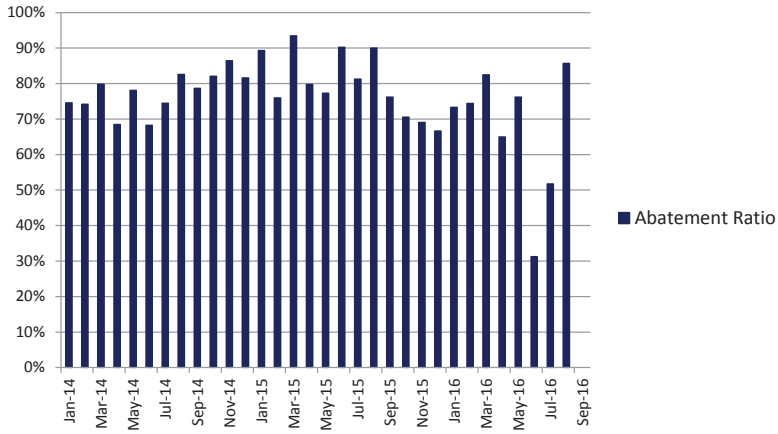
- Encourage residents and property owners to maintain their homes and yards in order to preserve property values and discourage crime.
- Allow Code Officers the opportunity to devote more time to chronic, dangerous or complicated issues affecting the neighborhood.
- Create a greater sense of community in each neighborhood by encouraging cooperation and increasing neighborhood pride.
- Make Fort Worth a cleaner, safer and more attractive place for all residents.

VIOLATIONS IDENTIFIED BY CODE RANGER VOLUNTEERS



Become a
CODE RANGER
and help your community!
Call 817-392-1234 for details.

CODE RANGER VOLUNTEERS – ABATEMENT RATIO



Resources

NEIGHBORHOOD INVESTIGATIONS DATA QUALITY AND CONTROL
Glenn Neal
817-392-6992
Glenn.Neal@FortWorthTexas.gov

BUILDING STANDARDS DATA QUALITY AND CONTROL
Chris McAllister
817-392-2766
Chris.McAllister@FortWorthTexas.gov

FOR CODE ENFORCEMENT
817-392-1234

SUBMIT A COMPLIANT
FortWorthTexas.gov/codecompliance/

CHECK COMPLIANT STATUS
FortWorthTexas.gov/codecompliance/

FIND YOUR CODE OFFICER
FortWorthTexas.gov/codecompliance/

ONE ADDRESS
From your trash day to permits and crime around your home, find it by entering your address
oneaddress.FortWorthTexas.gov/

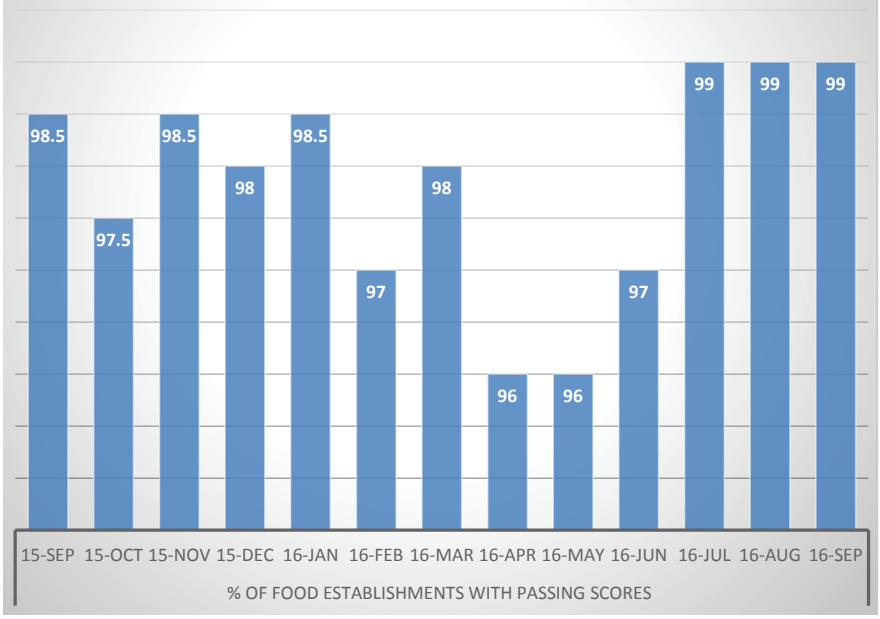
CODE RANGERS PROGRAM
FortWorthTexas.gov/coderangers/

Consumer Health

Consumer Health staff provides health inspections, complaint investigations and education. Major tasks include enforcing the City's community health ordinances at permitted facilities and ensuring public safety by coordinating mosquito surveillance & prevention activities, as well as enforcing the game room ordinance.

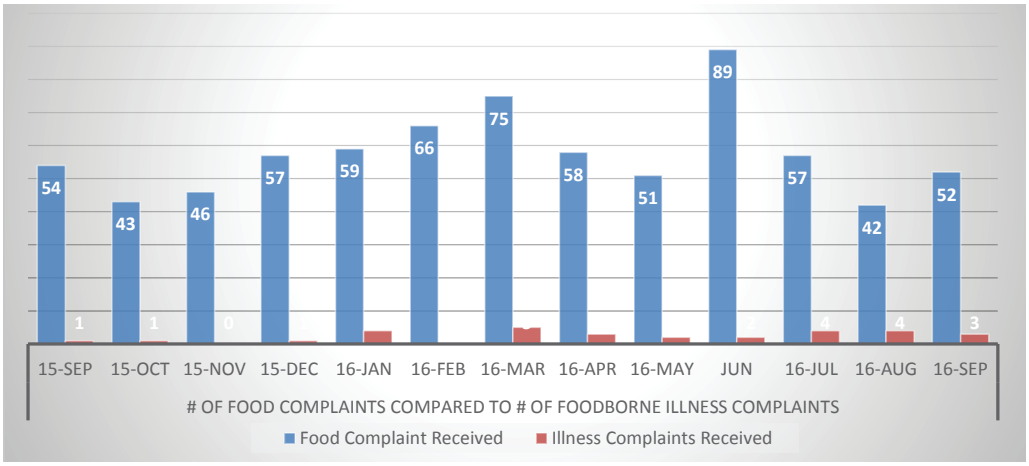
FOOD ESTABLISHMENTS WITH PASSING SCORES 2015 - 2016

The Consumer Health Division conducts more than 6,000 inspections annually in food establishments. This includes restaurants, child care kitchens and grocery stores. It also includes the corner stores, bars and gourmet food trucks that have become popular in Fort Worth. Our employees work with business owners to ensure food safety. Businesses that compromise food safety are given demerits during the inspection. This chart shows the percent of businesses that earn less than 30 demerits and "pass" their health inspection. Businesses that earn more demerits are subject to being closed and not allowed to reopen until they can serve food safely to our citizens.



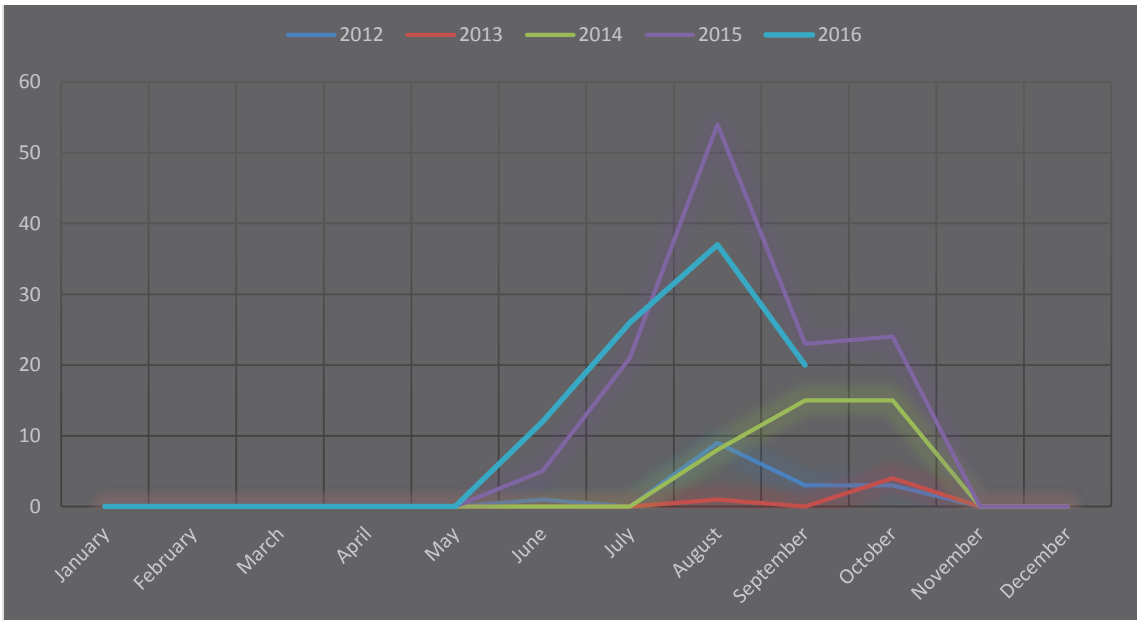
FOOD COMPLAINTS COMPARED TO FOOD BORNE ILLNESS COMPLAINTS

Preventing food borne illness or food poisoning is a top priority in Consumer Health. We investigate each report of food borne illness received from Tarrant County Public Health within 24 hours, most investigations are conducted within the same calendar day. The immediate response is necessary to stop the possible spread of illness. Consumer Health intervenes to address citizen complaints when they have concerns about a food establishment's operations that could lead to a food borne illness. These complaints are more common, as indicated in the chart, and are addressed based on the risk of illness that is associated with the complaint. Consumer Health maintains a record of investigating 95% of these complaints within 72 hours.



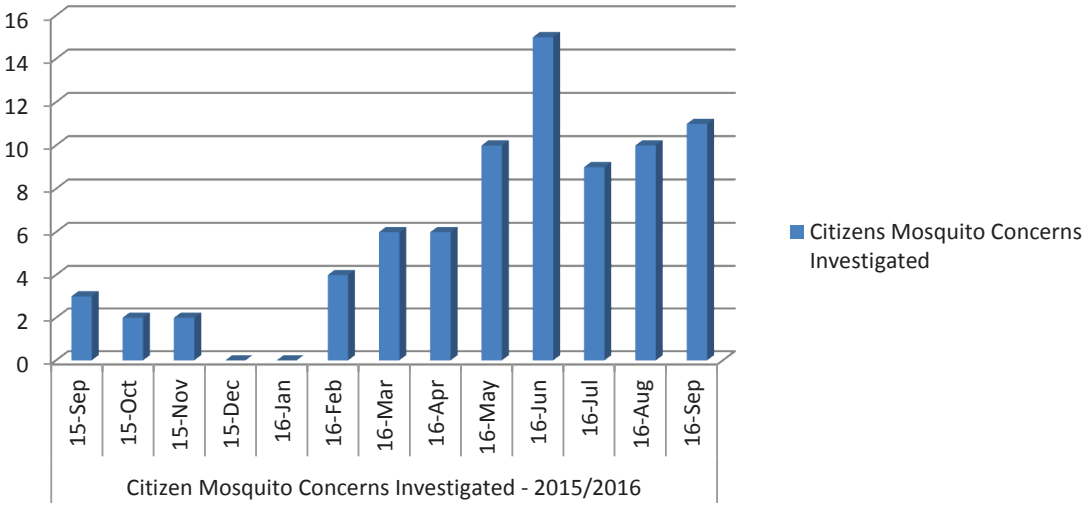
WEST NILE VIRUS ACTIVITY IN MOSQUITOES 2012 - 2016

Mosquito diseases are spread to humans through their bite. The Consumer Health Division collects samples of mosquitoes from May to October to test them for West Nile Virus. We use this data to target our prevention and education efforts to prevent the spread of those diseases to citizens that are at the highest risk locations. After 2012, when the West Nile Virus illness became a risk in the North Texa area, we have partnered with the University of North Texas Health Science Center to have a cost effective surveillance program that is based on measuring the risk of illness and preventing it. Our targeted education and mosquito spraying program is initiated based on our findings each week during the "mosquito season". The chart below shows mosquitoes that tested positive for the West Nile Virus each month.



REPORTED CITIZEN CONCERNS = MOSQUITO INVESTIGATIONS

Citizen concerns regarding mosquitoes are typically investigated within 24 hours. Consumer Health staff treat any stagnant water that they find to prevent mosquito growth and educate the residents regarding mosquito prevention.



Resources

DATA QUALITY AND CONTROL
Wyndie Turpen, RS
817-392-6982
Wyndie.Turpen@FortWorthTexas.gov

CONSUMER HEALTH
FortWorthTexas.gov/health/
817-392-7255

PROTECT YOURSELF FROM MOSQUITOES
FortWorthTexas.gov/mosquitoes/

Customer Care

The Customer Care Division of Code Compliance has a single goal – offer excellence in customer service to the residents of Fort Worth. Residents calling the call center want convenience, quality and a quick resolution to their issues. Whether the issue is a simple question about hours of operation for the animal shelter or to report an illegal dump site in a neighborhood, the call center is at the core of resolving issues and providing information.

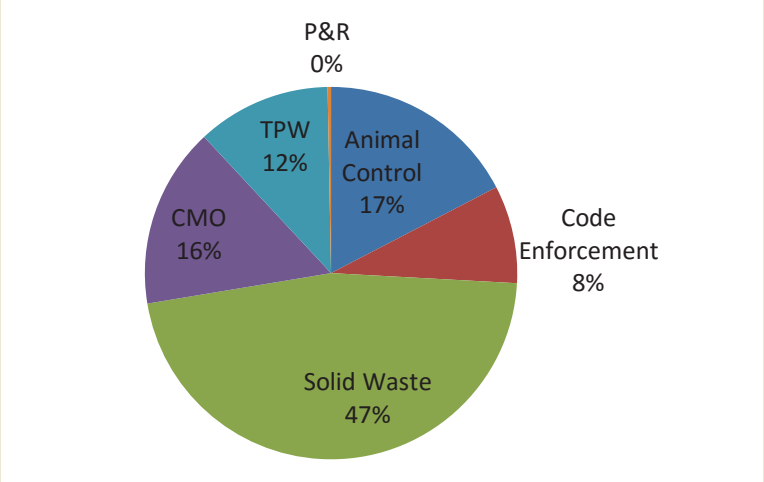
The Customer Care Division of Code Compliance encompasses the City's Call Center, the Code IT Section, Code Safety and Code's Customer Solutions Analyst.

The City's Call Center answers inbound calls and initiates work orders for the following City of Fort Worth Department's Divisions:

- Code Compliance Department
  - Animal Care and Control
  - Code Enforcement
  - Environmental Management
  - Solid Waste
- City Manager's Office (CMO)
  - Switchboard
- Transportation and Public Works Department (TPW)
  - Construction Services
  - Parking Meters
  - Stormwater
  - Street
  - Traffic
- Park and Recreation Department (PARD)
  - Forestry

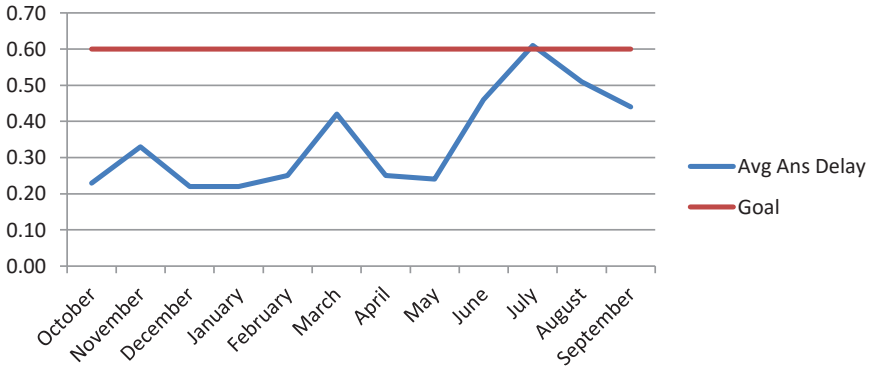
INBOUND PHONE CALLS

This chart illustrates the number of calls received by the call center for each division within Code Compliance as well as the other three departments Customer Care serves.



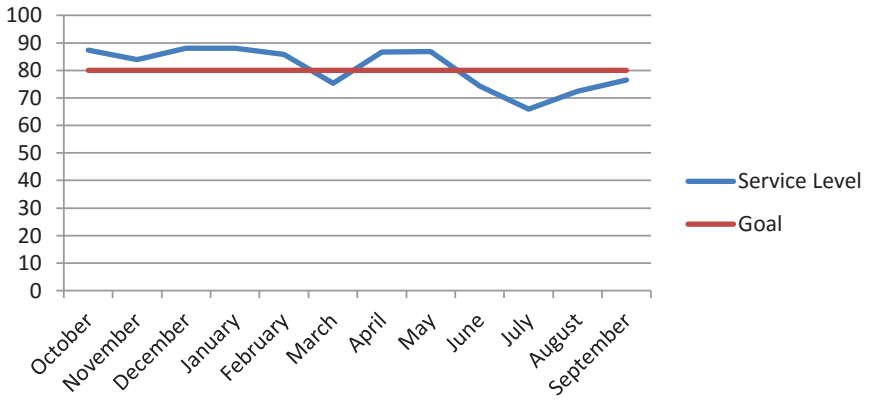
AVERAGE ANSWER DELAY

The City Call Center has received 255,556 calls this far in FY 2016. The "average answer delay" represents the average time in seconds that it took for received calls to be answered. It's the goal of the call center to answer all calls within 60 seconds.



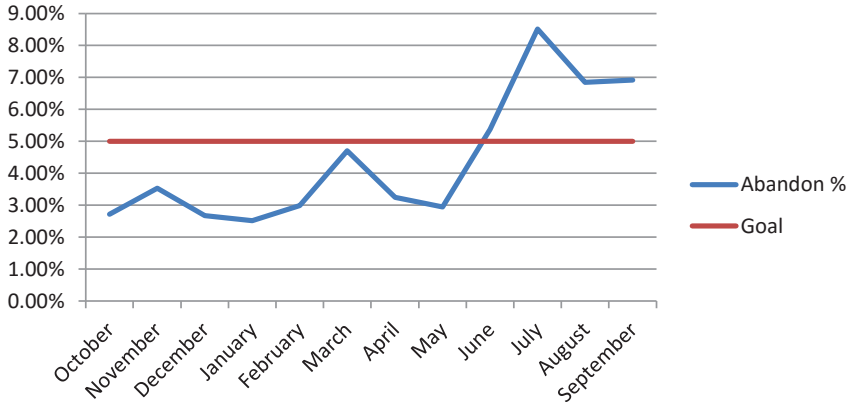
CALL CENTER'S SERVICE LEVEL

The call center's service level goal is to answer at least 80% of all calls within 60 seconds. In March and June our call volume exceeded our resources due to an increase in Solid Waste service requests. In July due to a learning curve of our new phone system and recording tool combined with limited resources, we missed goal in some of our metrics.



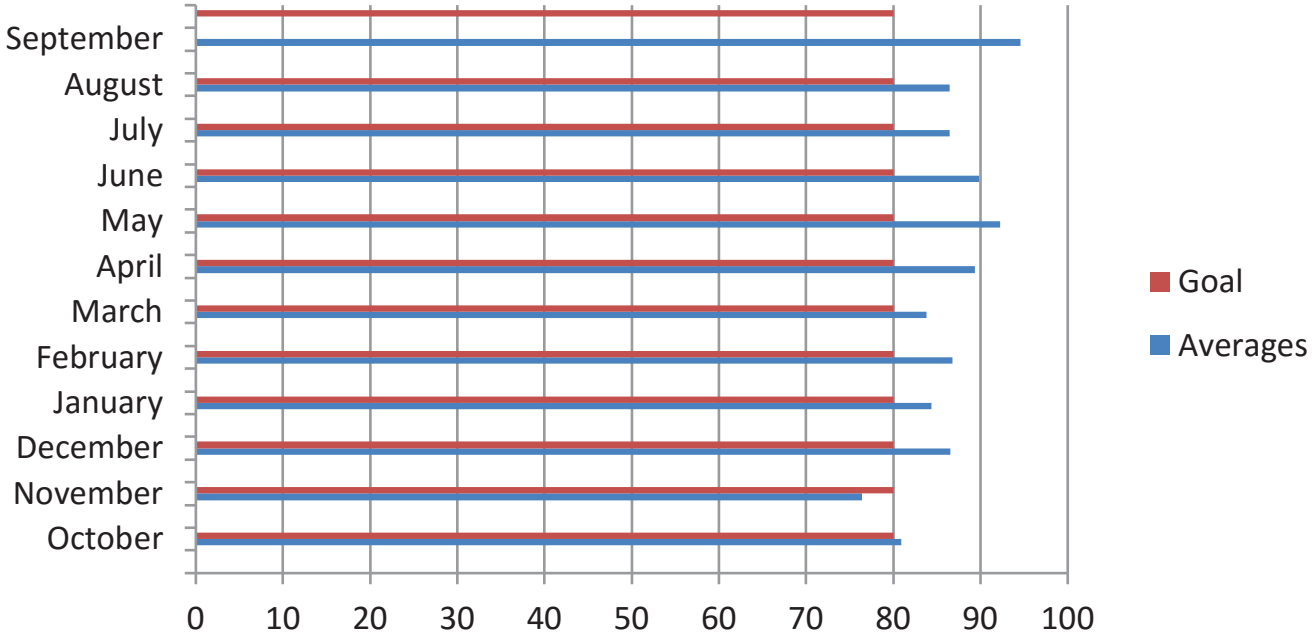
CALL CENTER ABANDONMENT PERCENTAGE

Call centers across the industry strive to maintain a 10% abandonment rate. The goal for the call center is five percent.

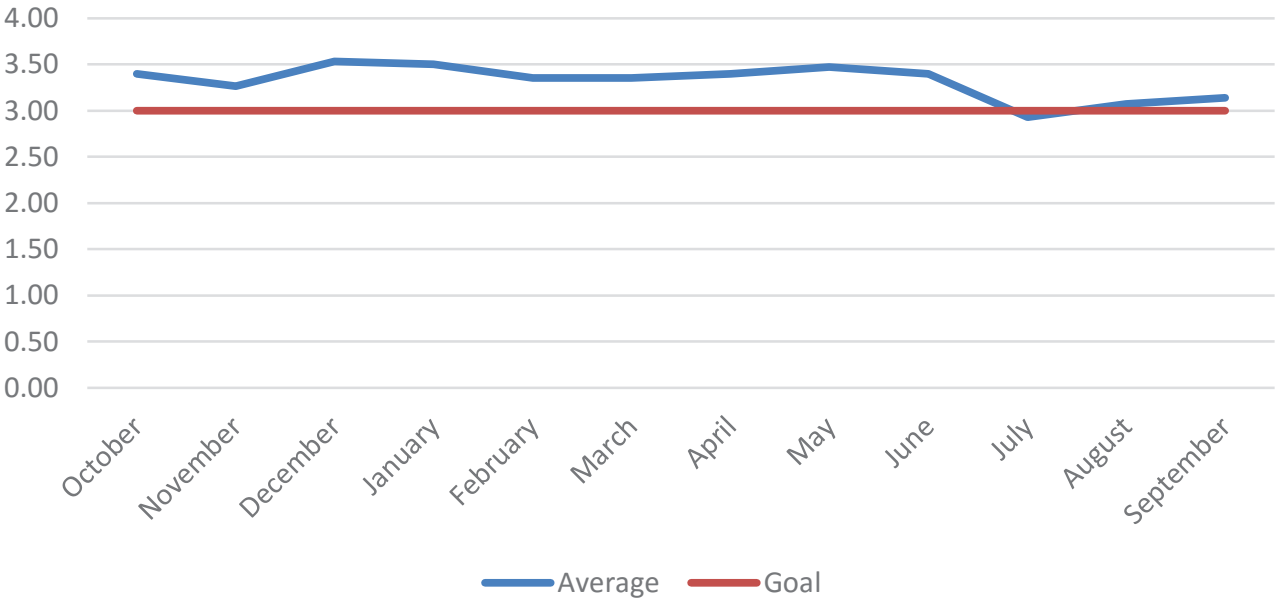


CALL CENTER QUALITY AVERAGES

The call center contracts with a third-party vendor to monitor two calls, per representative, each month on a 100 point scale. Our goal is to average a minimum 80 points per month.



Supervisors monitor five calls per representative each month on a four-point scale. Our goal is to average at least three points per month.



Resources

DATA QUALITY & CONTROL
Judy Summerall
817-392-5155
Judy.Summerall@fortworthtexas.gov

CALL CENTER
817-392-1234

HOURS OF OPERATIONS
Monday to Friday 7 am to 6 pm
Saturday 7 am to 4 pm

CITY WEBSITE
http://fortworthtexas.gov

"Your most unhappy customers are your greatest source of learning"

– Bill Gates, Founder, Microsoft

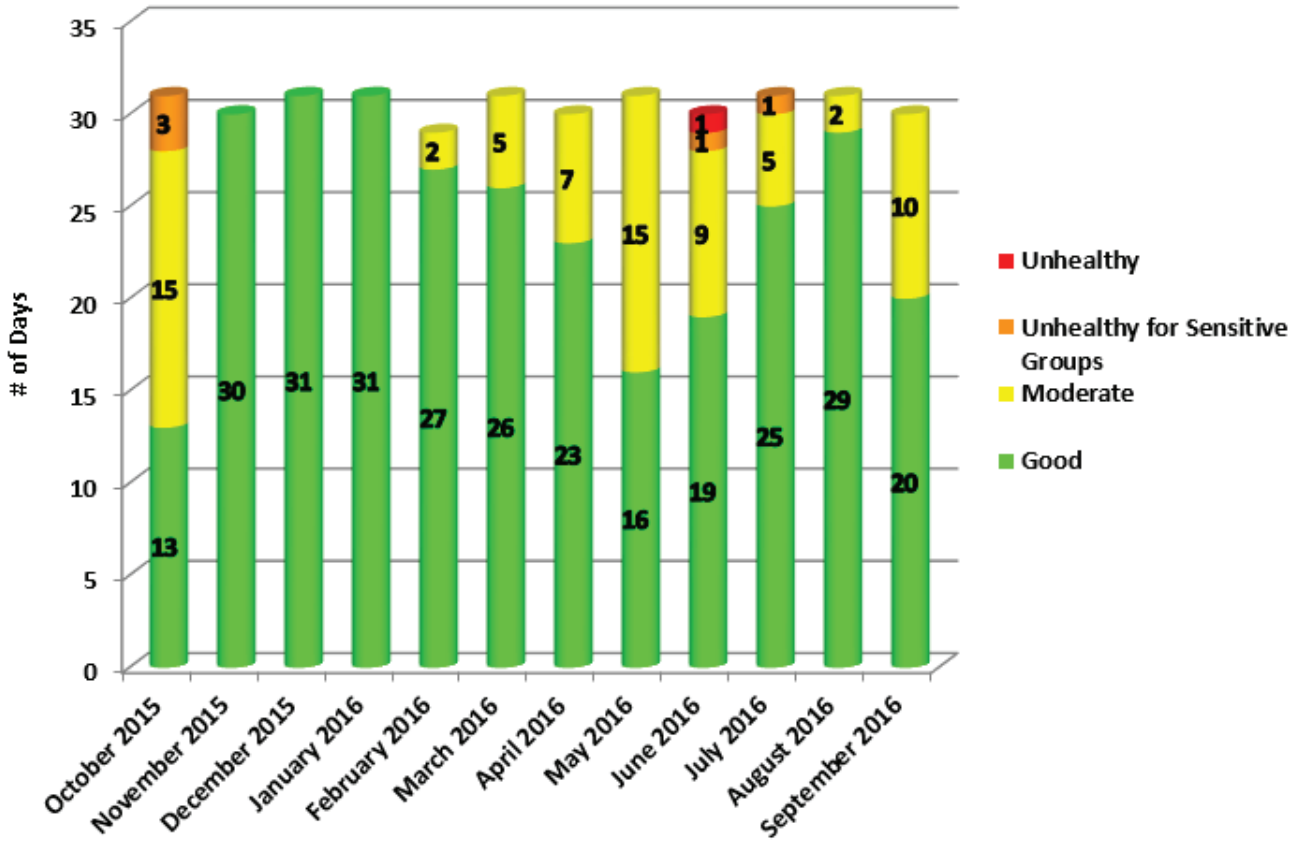
Environmental Management

The Environmental Management Division ensures compliance with federal, state, and local environmental regulations to promote a clean and healthy environment. Staff monitors ambient air and local water quality, investigates concerns of environmental contamination, ensures environmental permit compliance, and provides safe household and city-generated hazardous waste disposal. Staff is also engaged in the brownfields program to encourage revitalization of economically distressed areas. These programs support economic development in Fort Worth through the integration of environmental assessment, remediation, and education. Additionally, staff will provide management strategies and policy oversight for litter management in the coming months.

AIR QUALITY INDEX

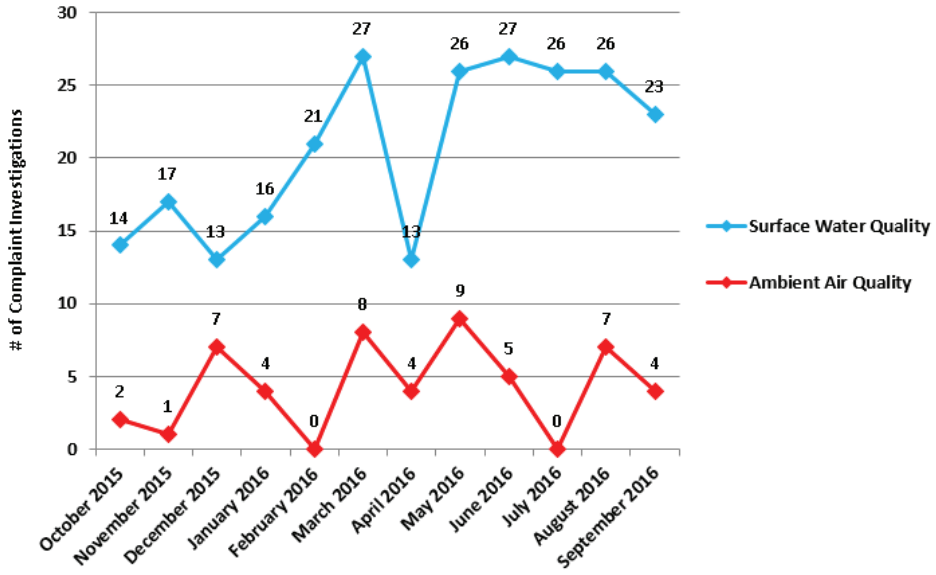
The Air Quality Index (AQI) is used to report daily air quality. It tells how clean or polluted the air is, and what associated health effects might be a concern for people. The AQI focuses on health effects a person may experience within a few hours or days after breathing polluted air. Although there are five major pollutants being monitored in our area (ground-level ozone, particle pollution (also known as particulate matter), carbon monoxide, sulfur dioxide, and nitrogen dioxide), ozone is of the greatest concern here.

The higher the AQI value, the greater the level of air pollution and the greater the health concern. For example, an AQI value of 50 represents good air quality with little potential to affect public health, while an AQI value over 300 represents hazardous air quality. Although air pollutants like ozone are monitored every day, the "ozone season" in the Dallas-Fort Worth area runs March 1 through October 31, when conditions are most likely cause an air action alert day.



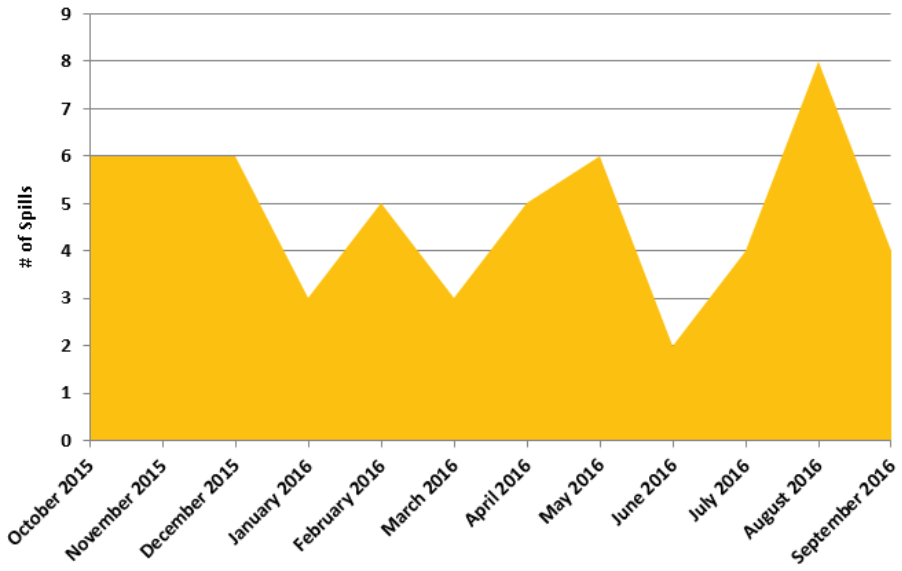
ENVIRONMENTAL COMPLAINTS INVESTIGATED

Environmental Management staff responds to citizen complaints concerning air and surface water quality issues. By way of example, these concerns can take the form of odors or excessive emissions from a business, sediment runoff from a construction site, or improper dumping of material down a storm drain. Pollution complaints can be reported online, through the Environmental Management web page - FortWorthTexas.gov/env/, or by calling the Environmental Hotline at 817-392-1234.



HAZARDOUS MATERIAL SPILL RESPONSE

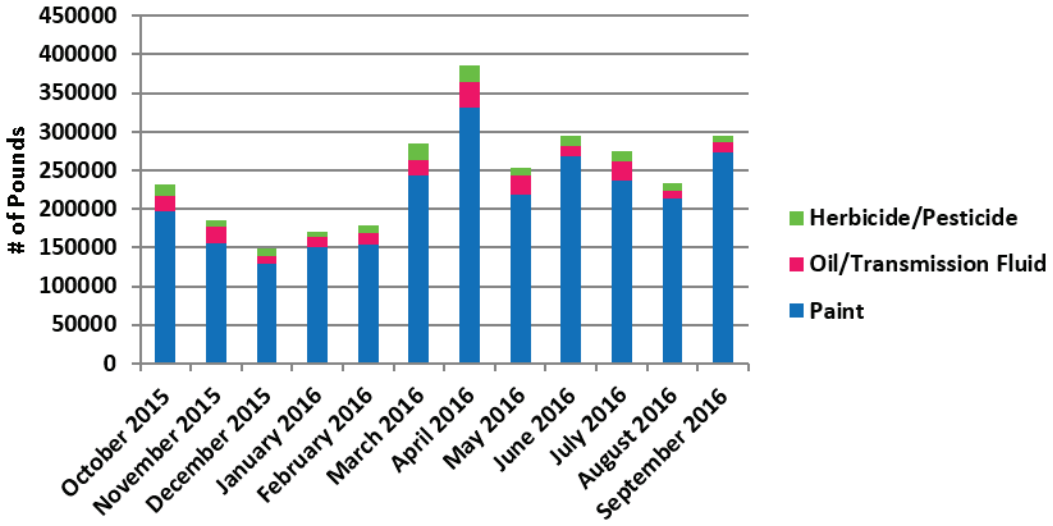
Environmental Management is tasked with responding to hazardous material spills on public roads 24 hours a day, 365 days a year. The primary objective in spill response is to ensure no hazardous material makes its way into storm drains or directly into the City's creeks, lakes, and river and if it does, take the necessary steps to correct the situation. The Division also makes sure that the responsible party absorbs the costs of any necessary clean up.



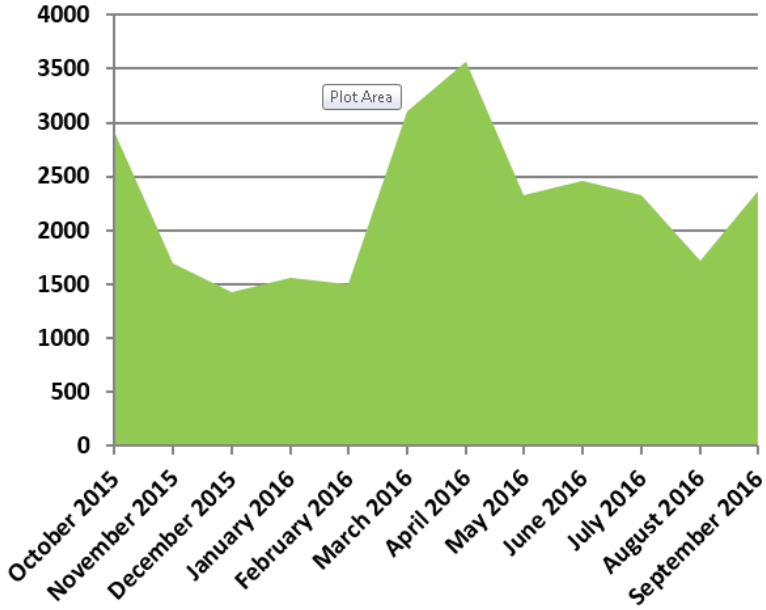
ENVIRONMENTAL COLLECTION CENTER

The Environmental Collection Center (ECC) provides the citizens of Fort Worth with a safe, free, and environmentally appropriate way of disposing of their household hazardous waste. These wastes include batteries, lightbulbs, cooking oil, automotive fluids, cleaning and lawn/garden chemicals, and paint. The ECC is open Thursday – Saturday in addition to mobile collections of the Crud Cruiser, which operate throughout the City from April to November. To support the costs of the program, Fort Worth has approximately 50 customer cities which pay a per household fee for their residents to use the ECC.

It is important to note that the ECC cannot accept waste from businesses and certain types of waste like ammunition, explosives, electronics, appliances, and medical waste.

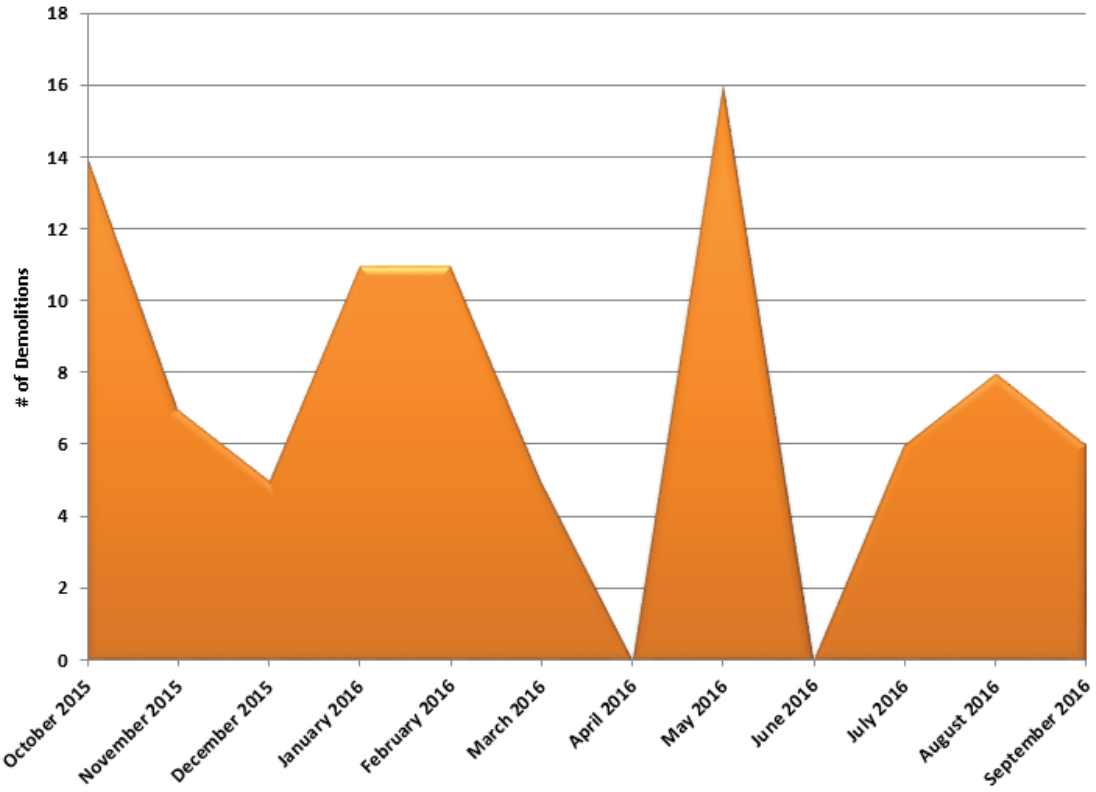


HOUSEHOLDS SERVED BY ECC



DEMOLITIONS

Substandard and unsafe buildings are a threat to public health and safety and reduce property values in a neighborhood. When buildings such as these come to the Division's attention – generally through citizen complaints, a lengthy investigation process begins to determine if repairs can be made or demolition of the building may be warranted. Should demolition be recommended, further legal processes ensure all appropriate rules are followed and the structure is torn down.



The Crud Cruiser, is a mobile collection vehicle which makes stops throughout our community operating from April to November.

Resources

DATA QUALITY AND CONTROL
Betsi Chatham
817-392-6302
Betsi.Chatham@FortWorthTexas.gov

ENVIRONMENTAL MANAGEMENT
FortWorthTexas.gov/env/

ENVIRONMENTAL COLLECTION CENTER
FortWorthTexas.gov/env/ecc/

TO REPORT AIR OR STORMWATER POLLUTION
817-392-8700

Solid Waste Services

The Solid Waste Services Division manages the garbage, recycling and waste reduction services for the citizens of Fort Worth. All curbside collections are provided by contractors. More than 212,000 single family residences receive weekly garbage, yard waste and recycling collection. Bulk waste is collected monthly.

Fees are charged through the water billing system and assessed based on garbage cart size. We offer 32, 64 and 96 gallon carts; this is called a Pay as You Throw (PAYT) system and all solid waste services are included in the fee.

Commercial collection is open market, allowing businesses to choose their own contractor from permitted commercial solid waste haulers.

Primary Sections

Contract Compliance section duties include oversight of the following contracts:

- Curbside Collections – Waste Management
- Landfill Operations – Republic Services
- Recycle Processing – Waste Management
- Cart Purchases and Maintenance – Toter
- Roll-Off container transportation for Drop off Stations – Republic Services
- Bulk Disposal – Progressive Waste Solutions
- City Facilities Garbage and Recycling – Republic Services

Litter and Illegal Dumping Operations section is primarily responsible for the following:

- Responds to illegal dumping complaints; including abatement
- Collection of dead animals from residences and on city streets
- Responses to litter complaints; including abatement
- Code Enforcement activities related to illegal dumping and litter

Drop-off Station section is responsible for managing operations at the three existing Drop-Off Stations with a fourth under construction. There is no additional charge for Fort Worth residential solid waste customers to use the Drop-Off Stations. The Drop-off Stations accept excess garbage, brush, bulk items and recycling. Citizens can also drop-off tires, electronics and household items for recycling or re-use.

DROP-OFF STATIONS

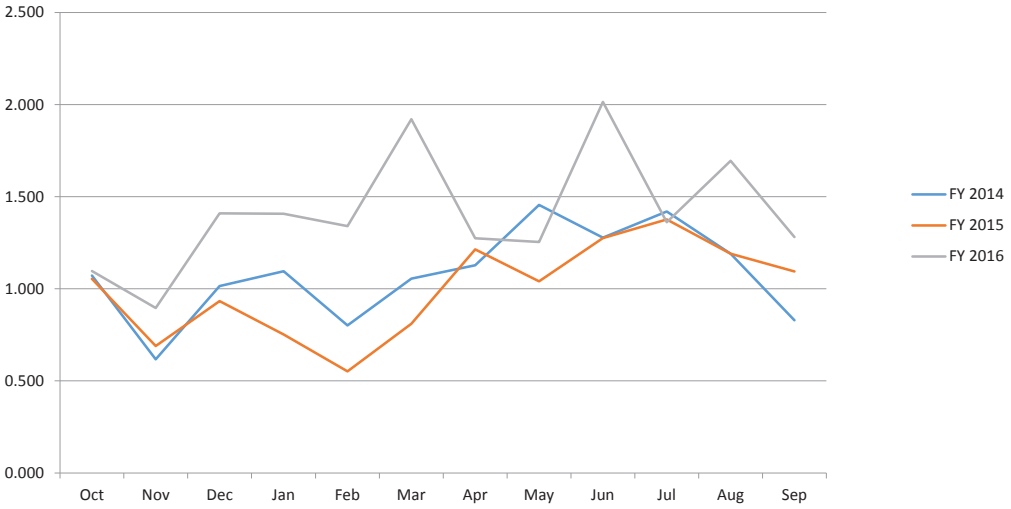
2400 Brennan Ave., 76106
West of I-35W
(Mapsco 63E)

5150 Martin Luther King Jr. Freeway, 76119
South of U.S. Highway 287
at Village Creek Intersection
(Mapsco 93F)

6260 Old Hemphill Road, 76134
South of Loop 820/I-20,
West of I-35W at Altamesa Blvd
off I-35W
(Mapsco 91W)

MISSED COLLECTIONS PER THOUSAND HOUSEHOLDS BY MONTH BY FISCAL YEAR

Missed collections reported by residents point out areas that may have repeat incidents and are tracked to provide awareness of contractor performance.



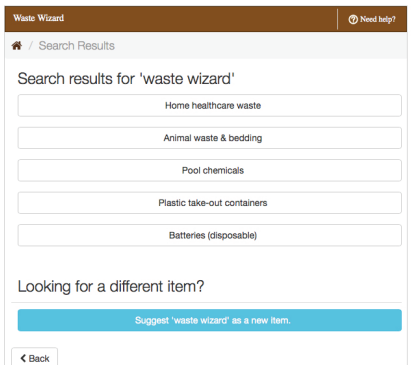
Periods of inclement weather can affect collections. Other factors affecting collections are excessive bulk and yard debris during spring and fall.

Waste Management is contracted to provide curbside collections in Fort Worth

Knight Waste Services as a sub-contractor provides garbage and recycling collection to approximately 43% of the city

SOLID WASTE APPLICATIONS

The City offers a free android or iPhone application called the Fort Worth Garbage and Recycling App. This smartphone application enables residents to receive service notifications before their service days. The reminders include, for instance, bulk waste setout weeks and scheduled collection changes due to inclement weather. The App also provides residents with the ability to report service issues including missed collection or damaged carts, and to find out additional information about recycling. To learn more about the Fort Worth Garbage and Recycling App, please call 817-392-1234 or visit the App Store.



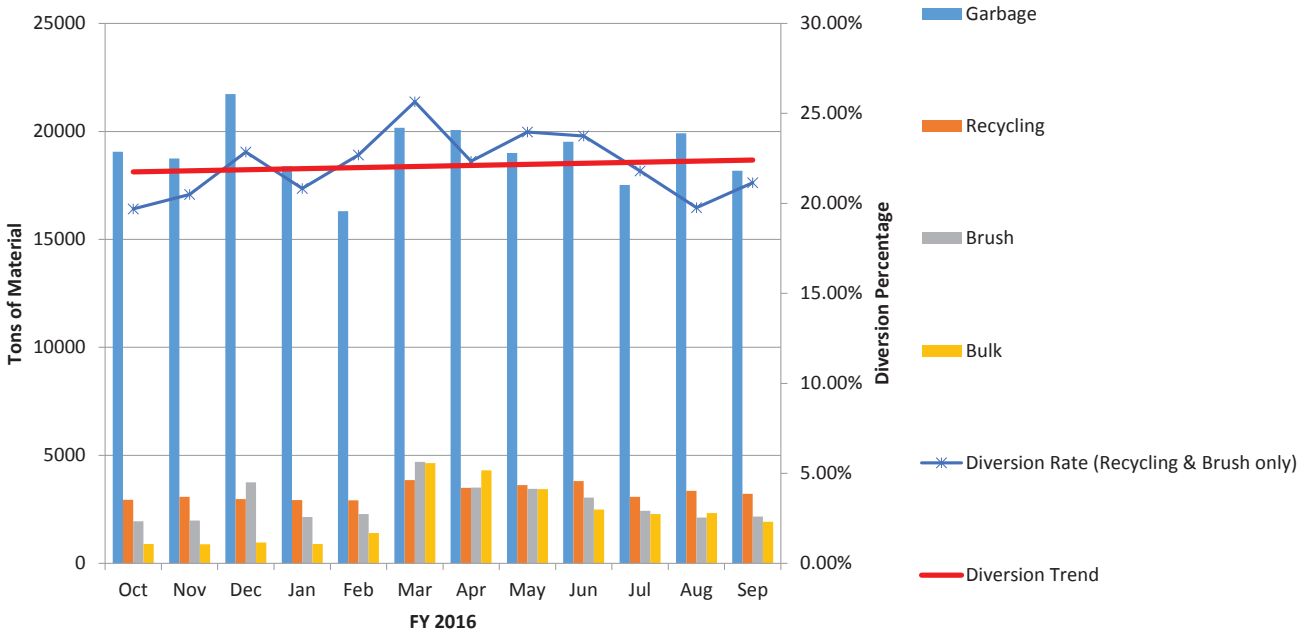
WASTE WIZARD

The city of Fort Worth has created an easy to use Waste Wizard to help customers learn what items go in the brown garbage cart, what can be recycled in the blue cart as well as electronics and household hazardous waste. The Waste Wizard is an online tool that provides information on how to properly handle and dispose of over 1500 different items.

Simply type the name of a waste item and the Waste Wizard will tell you how to recycle or dispose of it. Access the Waste Wizard by visiting www.FortWorthTexas.Gov/solidwaste/recycling or via the Fort Worth Garbage and Recycling app.

DIVERSION AND WASTE STREAM BY MONTH

Debris that is diverted from the landfill is a very good thing. Diverted debris includes items that have been recycled as well as yard waste. The more we, as a community, reduce, reuse and recycle the more we protect our natural resources, landfill space and energy.

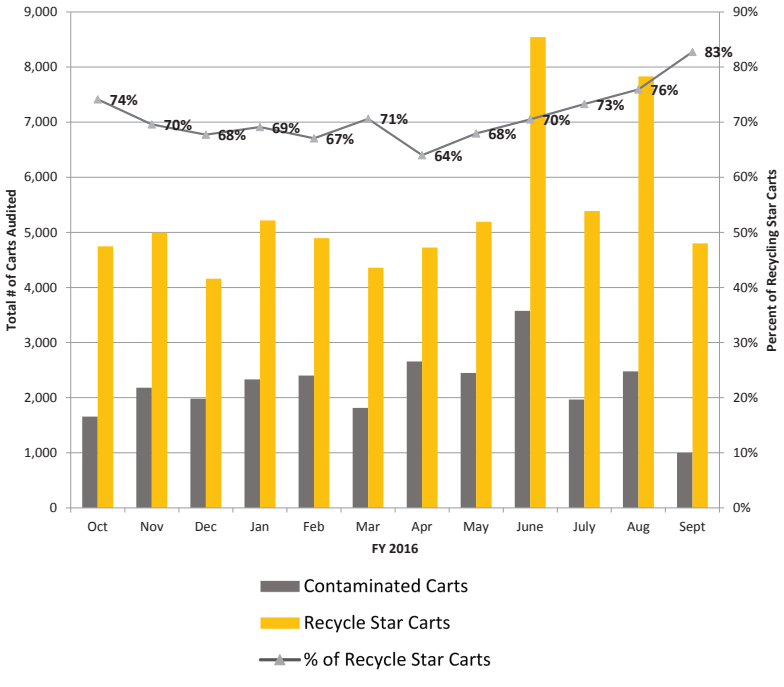


Recycling Cart Auditors "Blue Crew"

Recycling carts are evaluated by cart auditors known as the "Blue Crew". They look in carts set out for collection and verify the debris in the cart is correct for our program. They notify residents who have items that are not allowed and educate them on what is acceptable so they can recycle properly in the future.

RETHINKING WASTE For a Greener Fort Worth

RECYCLE CART AUDIT RESULTS

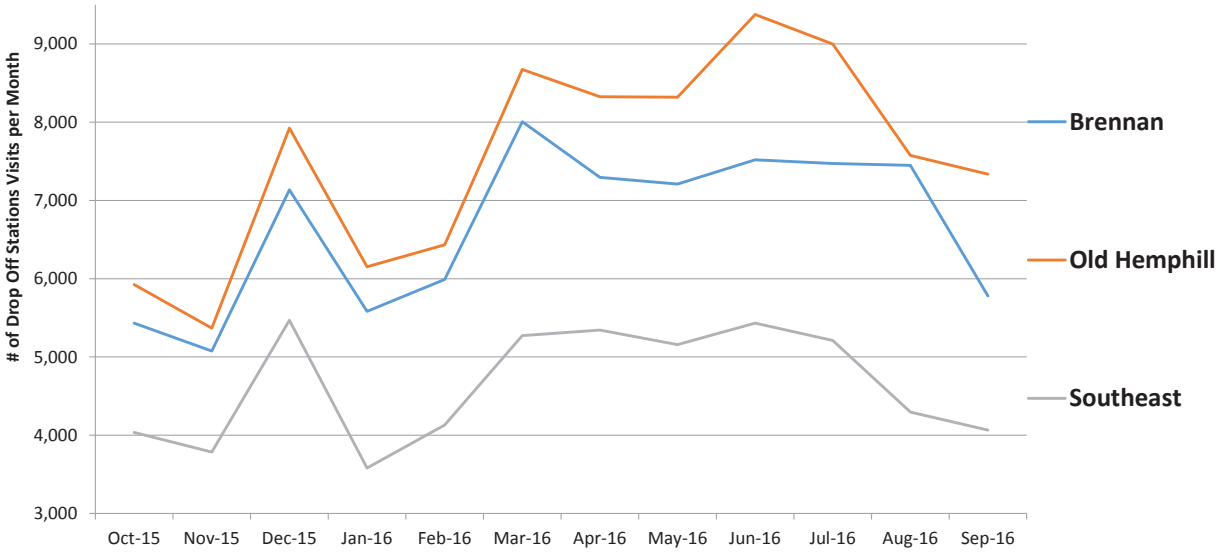


*Recycle Star households are those which were found to have no gross contamination in their recycle carts.

DROP OFF STATION VISITS

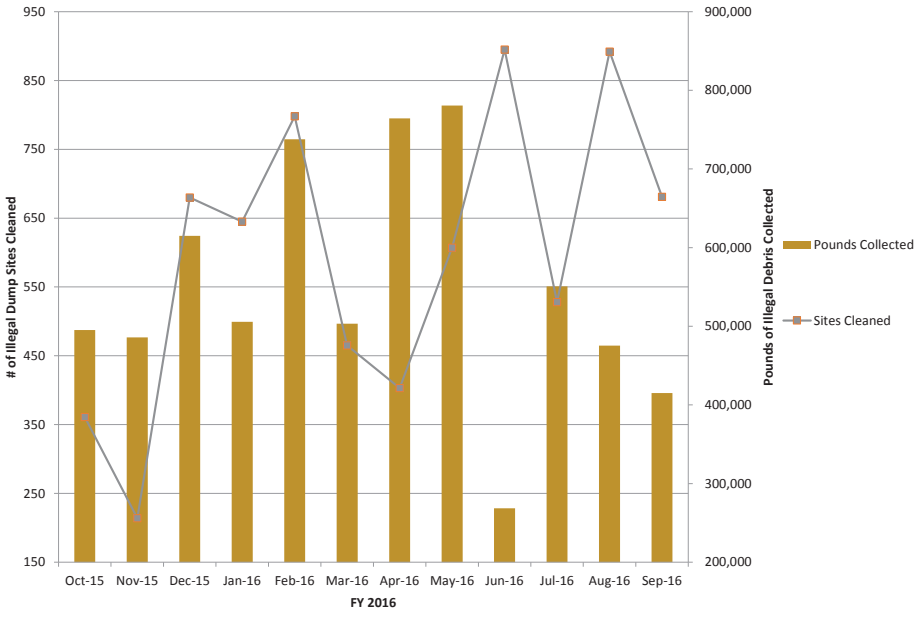
As a part of the monthly Solid Waste program, the city offers homeowners paying for residential services access to three existing and conveniently located Drop Off Stations, with a fourth location opening toward the end of the calendar year. The Drop Off Stations are established to allow residents to dispose of excess bulky materials (appliances, brush, broken furniture, tires, extra bagged garbage and other large items) between their monthly Bulk Waste Collections. In addition, the Drop Off Stations have reduced the number of illegal dump sites and pounds of material collected since opening to residents.

For more information: www.FortWorthTexas.Gov/solidwaste/dropoff



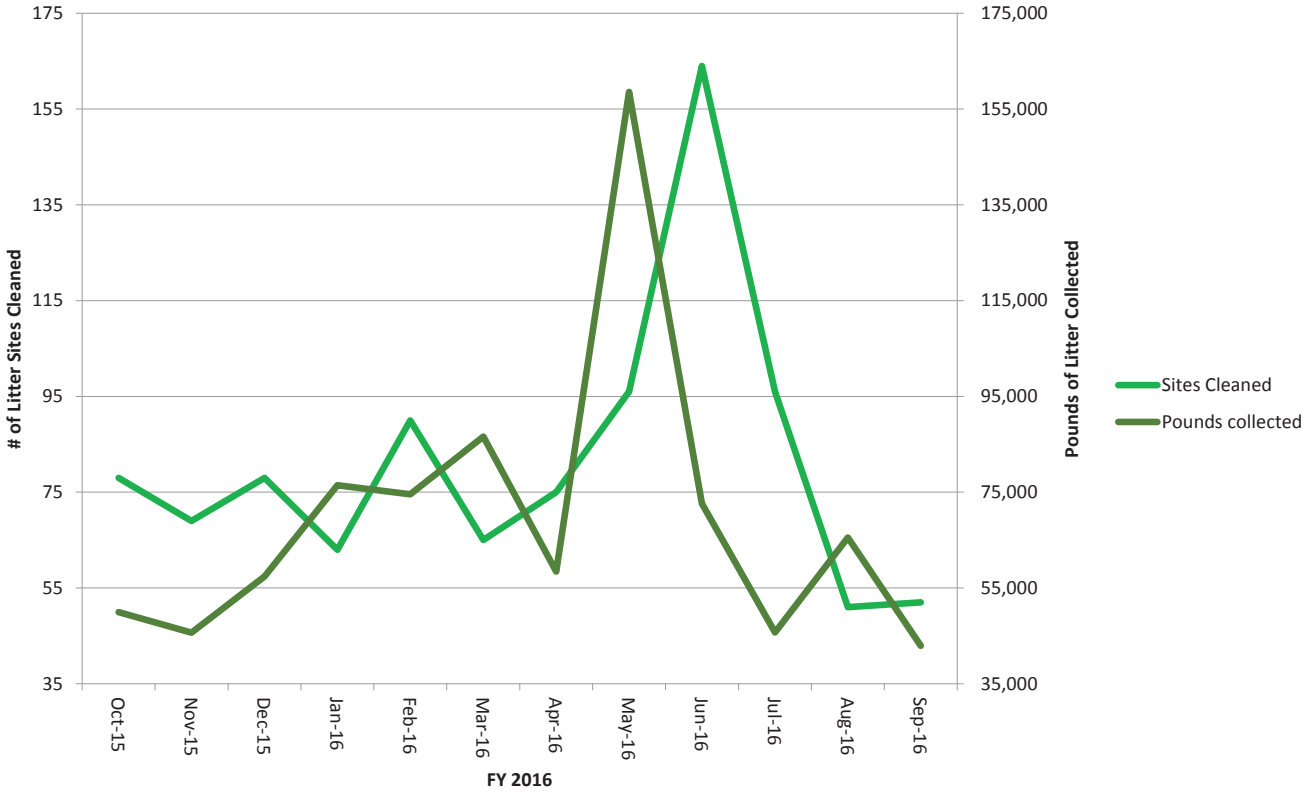
ILLEGAL DUMP CLEAN-UP

The Illegal Dump Crews have played an integral part of cleaning up reported dump sites in a timely manner, which reduces the negative impact on the surrounding community and prevents others from adding materials to the site. In addition, they also assist the Environmental Investigation Unit with identifying the criminals that generated the illegal dumping in the first place. Please do your part, and report any illegal dumping activities directly to the Police Department to assist with criminal enforcement.



LITTER CREW PICK UP SITES & DISPOSAL

The City's Litter Crews have continued to increase their response time and collection effectiveness with cleaning littered areas and beautifying the community. The emphasis towards litter prevention, individuals' collection and community engagement will improve our entire community – one piece and one person at a time. So the next time you go for a walk, take a small plastic bag to pick up the loose litter you encounter and demonstrate to others the first step is simply doing something about it yourself. In addition, you can lead with coordinating small neighborhood group clean-ups and show your support towards Keep Fort Worth Beautiful.



Resources

DATA QUALITY AND CONTROL
Val Familo
817-392-5160
Valerie.Familo@FortWorthTexas.gov

SOLID WASTE INFORMATION
FortWorthTexas.gov/solidwaste/
For assistance click the "Need Help" button

FOR SOLID WASTE QUESTIONS
817-392-1234

SOLID WASTE APP
In the app store under "Fort Worth Garbage & Recycling"

City's COMPREHENSIVE SOLID WASTE MANAGEMENT PLAN
FortWorthTexas.gov/swplan/

KEEP FORT WORTH BEAUTIFUL
FortWorthTexas.gov/kfwb/

The Code Compliance Department maintains Fort Worth's status as a clean, livable city by ensuring property complies with rules set by City Council. Code Officers routinely patrol assigned neighborhoods for code violations and investigate complaints with a mission of abating issues and educating residents.

818 Missouri Ave. • Fort Worth, TX 76104
FortWorthTexas.gov/codecompliance