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# Code Report

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# CODE REPORT

The Code Report is a monthly publication of the Code Compliance Department. Its purpose is to keep residents, stakeholders and others abreast of the department's services and the results of such efforts.

The Code Compliance Department has five main public service areas:

- Animal Care & Control
- Code Enforcement
- Consumer Health
- Environmental Quality
- Solid Waste Services

Since the first edition published in March 2016, the Code Report has grown to the current format, which relays the monthly results of all five areas of services of Code Compliance – now in more visually appealing and communicative graphics and charts – from that initial issue, which only reported on the activities of Animal Care & Control.

As it can be gathered from the results conveyed in the current Code Report, all areas of service continue to achieve impressive results as they strive to provide outstanding customer service to the public.

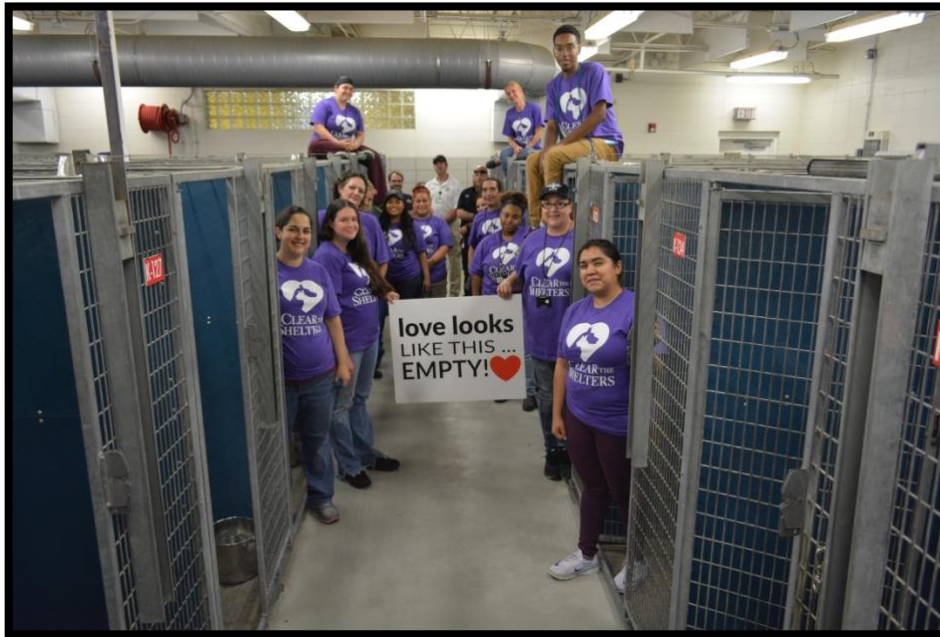
Please take the time to read the Code Report and share your thoughts with us. We value your insights and feedback on Code Compliance's various programs and look forward to hearing from you.

Please notice that, unless noted, the Code Report is based on the fiscal year instead of the calendar. Fort Worth's fiscal year runs from October 1 through September 30.



## ANIMAL CARE & CONTROL

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



# ANIMAL CARE & CONTROL

## Fiscal Year 2017/2018 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 because Fort Worth Animal Care & Control is mandated to accept any animal that comes from within city limits.

### December Live Release Rate: 92.17%

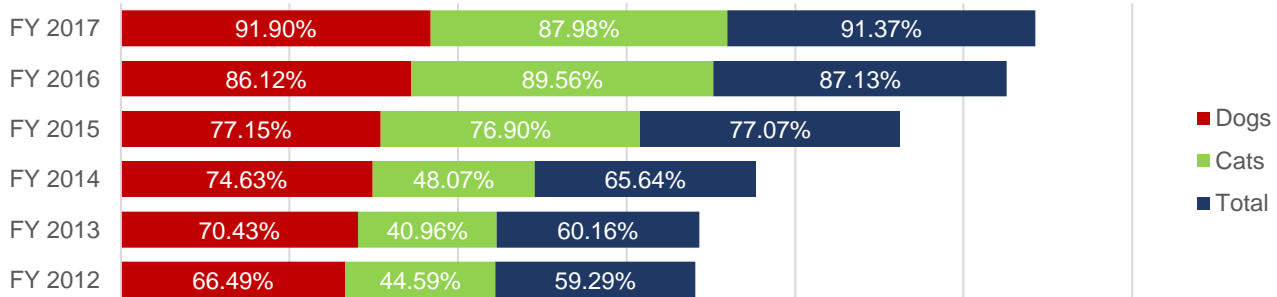
		Dogs	Cats	Total
A	<b>BEGINNING SHELTER COUNT 12/1/2017</b>	514	62	576
	<b>INTAKE</b>			
B	From the public	848	103	951
C	Incoming transfers from Organizations within Community/Coalition	1	0	1
D	Incoming transfers from Organizations outside Community/Coalition	0	0	0
E	From Owners/Guardians Requesting Euthanasia	14	1	15
F	Total intake (B + C + D + E)	863	104	967
G	Owner/Guardian Requested Euthanasia (Unhealthy & Untreatable Only)	12	1	13
H	<b>ADJUSTED TOTAL INTAKE (F – G)</b>	851	103	954
I	<b>ADOPTIONS</b>	428	104	532
J	<b>OUTGOING TRANSFERS to Organizations within Community/Coalition</b>	105	3	108
K	<b>OUTGOING TRANSFERS to Organizations outside Community/Coalition</b>	44	0	44
L	<b>RETURN TO OWNER/GUARDIAN</b>	220	2	222
	<b>DOGS &amp; CATS EUTHANIZED</b>			
M	Healthy (Includes Owner/Guardian Requested Euthanasia)	0	0	0
N	Treatable – Rehabilitatable (Includes Owner/Guardian Requested Euthanasia)	53	1	54
O	Treatable – Manageable (Includes Owner/Guardian Requested Euthanasia)	0	0	0
P	Unhealthy & Untreatable (Includes Owner/Guardian Requested Euthanasia)	26	11	37
Q	Total Euthanasia (M + N + O + P)	79	12	91
R	Owner/Guardian Requested Euthanasia (Unhealthy & Untreatable Only)	13	1	14
S	<b>ADJUSTED TOTAL EUTHANASIA (Q – R)</b>	66	11	77
T	<b>SUBTOTAL OUTCOMES (I + J + K + L + S)</b> Excludes Owner/Guardian Requested Euthanasia (Unhealthy & Untreatable Only)	863	120	983
U	<b>DIED OR LOST IN SHELTER CARE</b>	6	4	10
V	<b>TOTAL OUTCOMES (T + U)</b> Excludes Owner/Guardian Requested Euthanasia (Unhealthy & Untreatable Only)	869	124	993
W	<b>ENDING SHELTER COUNT 12/31/2017 11:59:59 PM</b>	495	41	536

# ANIMAL CARE & CONTROL

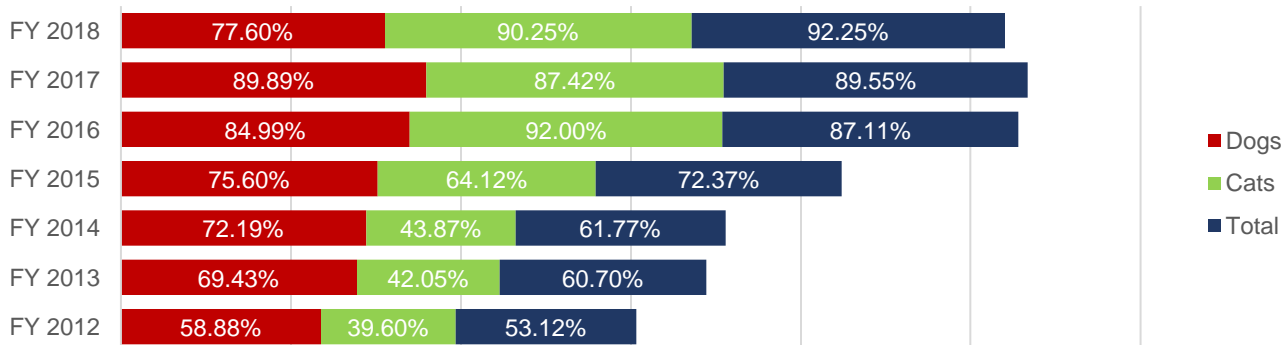
## Live Release Rate

The “live release rate” indicates how many pets successfully left the shelter either through adoption, rescue or return to owner. The FY2017 annual rate of 91.37 percent is another accomplishment for the shelter and its partners. These statistics are nearly unobtainable by many government-operated shelters due to lack of resources, funding and collaborative partnerships.

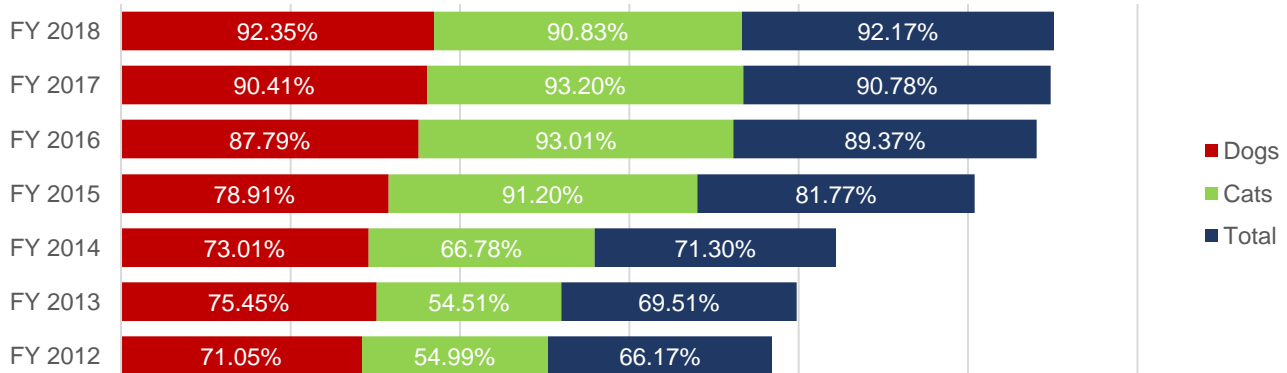
### ANNUAL LIVE RELEASE RATE COMPARISON



### FISCAL YEAR TO DATE LIVE RELEASE RATE COMPARISON



### DECEMBER LIVE RELEASE RATE BY YEAR

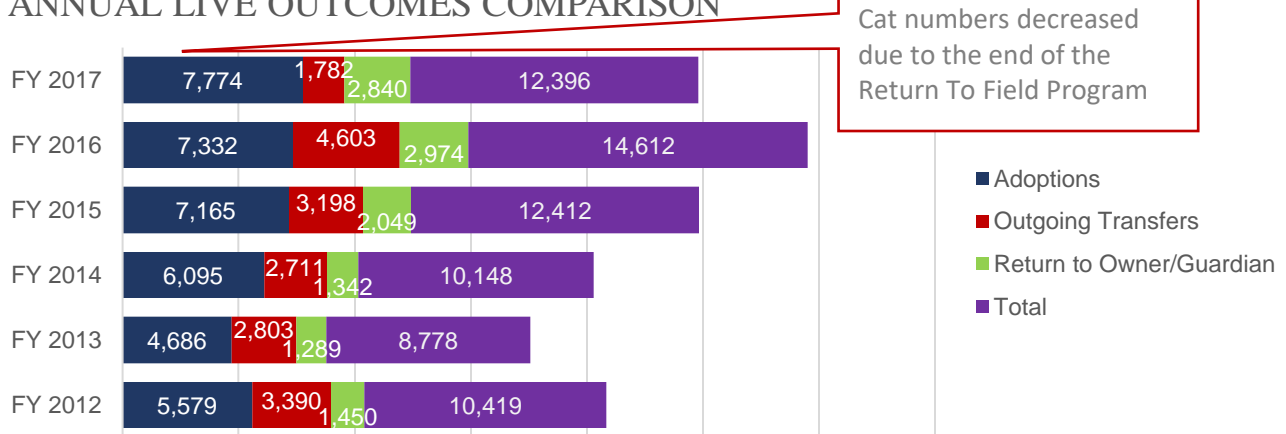


# ANIMAL CARE & CONTROL

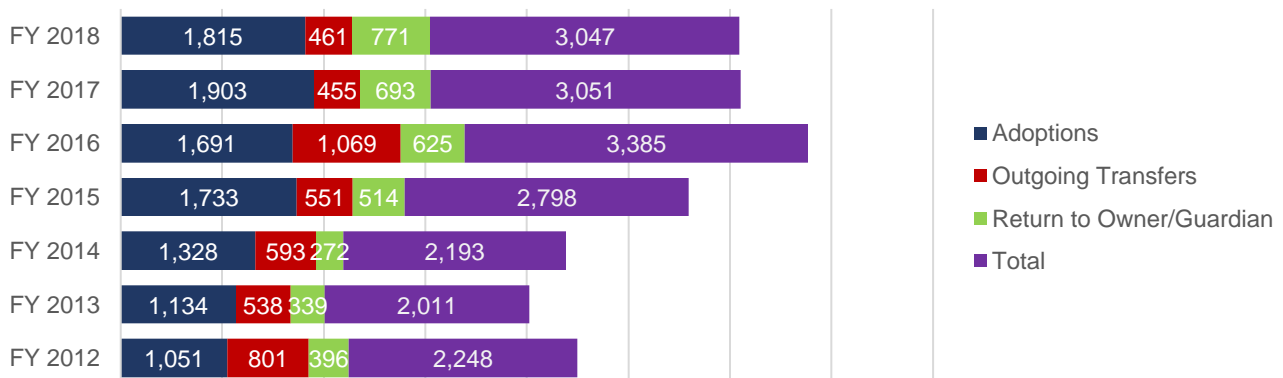
## Outcomes

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

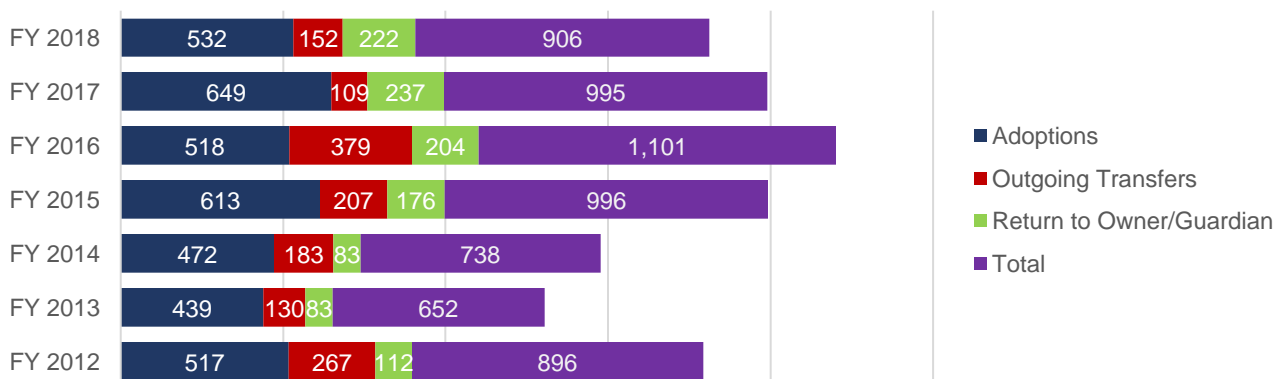
### ANNUAL LIVE OUTCOMES COMPARISON



### FISCAL YEAR TO DATE LIVE OUTCOMES COMPARISON



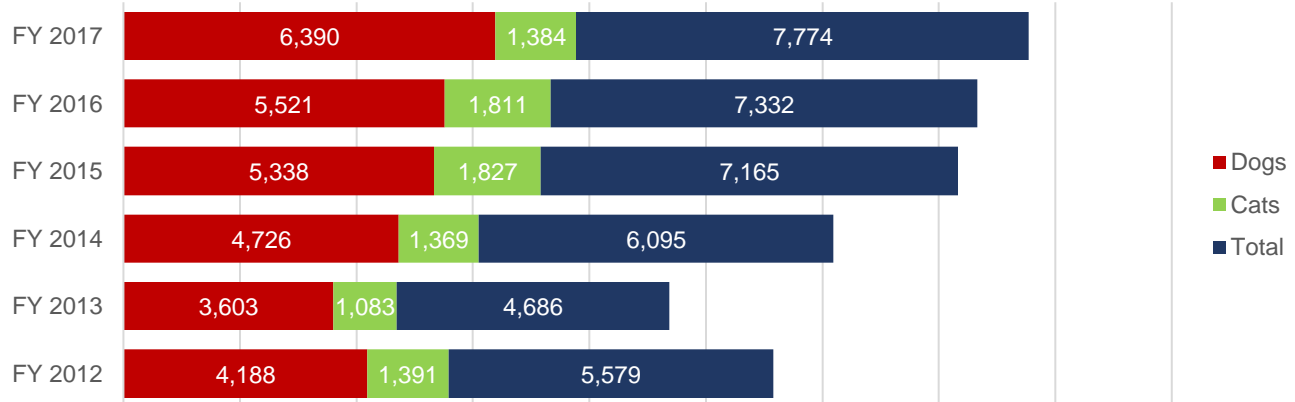
### DECEMBER LIVE OUTCOMES



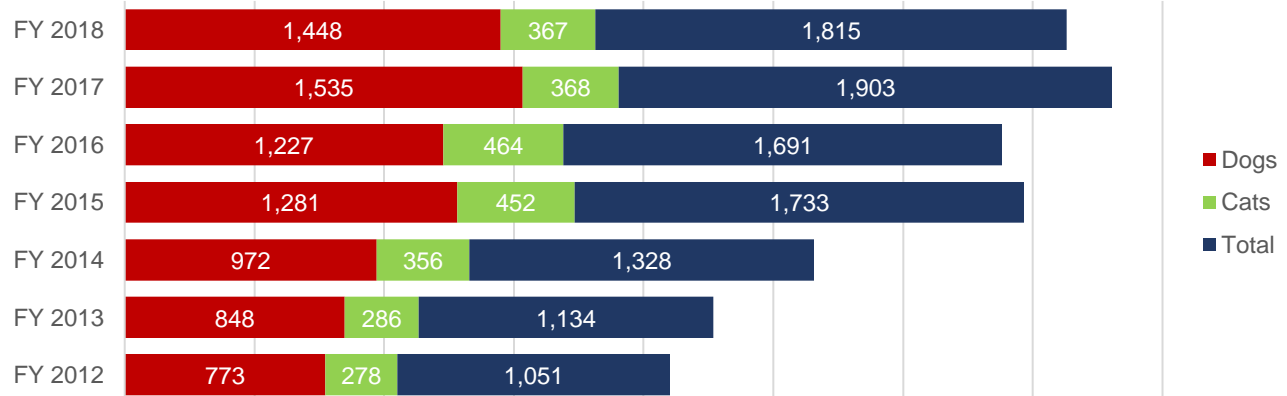


# ANIMAL CARE & CONTROL

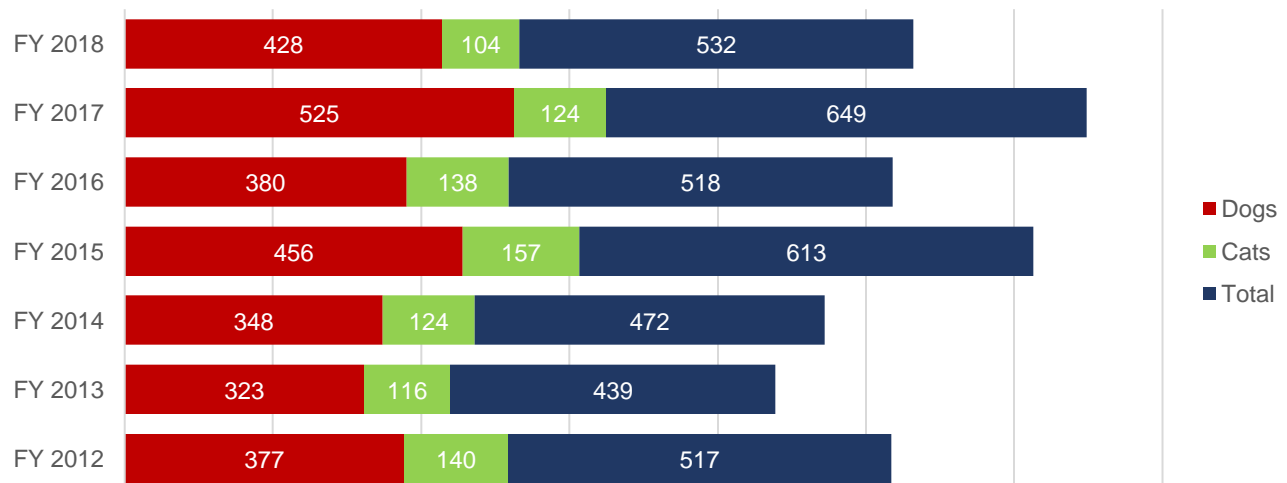
## ANNUAL ADOPTIONS



## FISCAL YEAR TO DATE ADOPTIONS



## DECEMBER ADOPTIONS



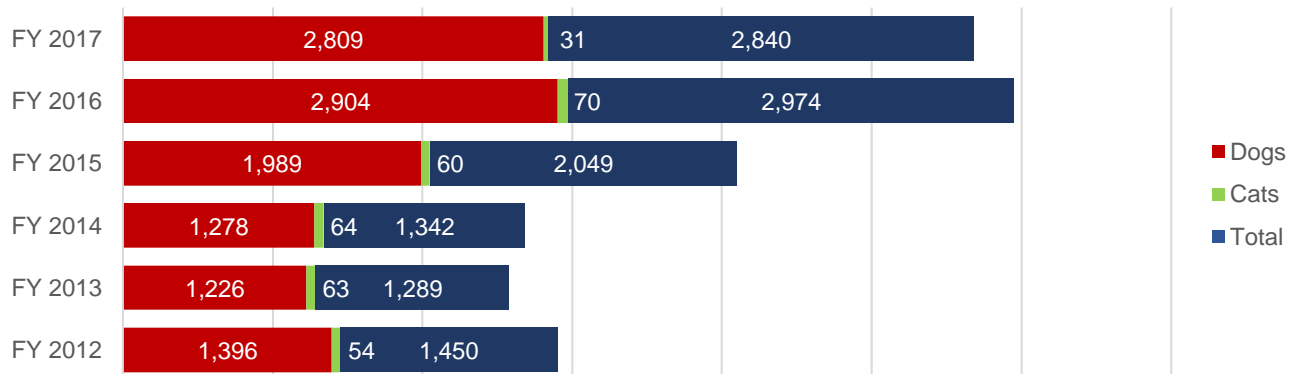
# ANIMAL CARE & CONTROL

## Return to Owner

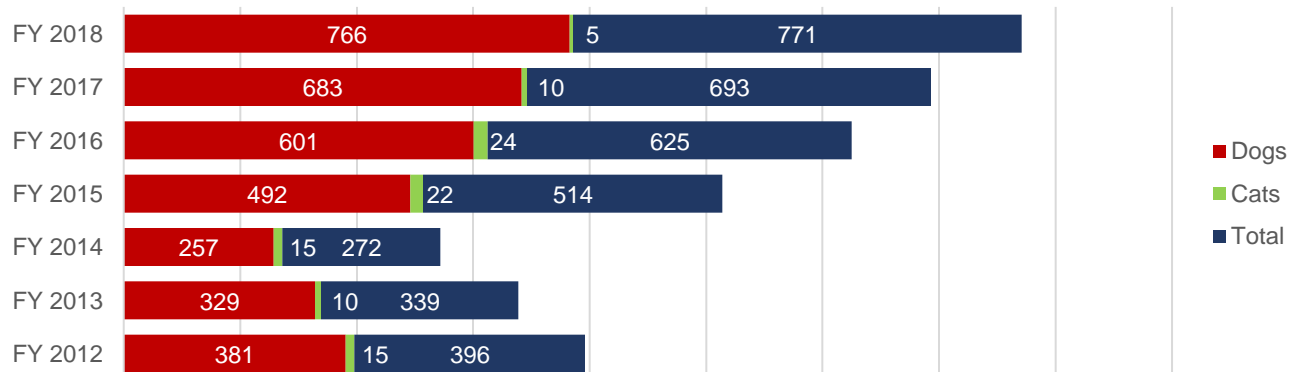
A huge effort is made by animal control officers working within the neighborhoods to return stray/lost pets to their owners without impounding the pets at the shelter. Pets who wear collars with city license tags or pets who are microchipped have a high rate of being returned to their owners.

*Note: Animal Control Officers do not actively seek out and capture stray cats.*

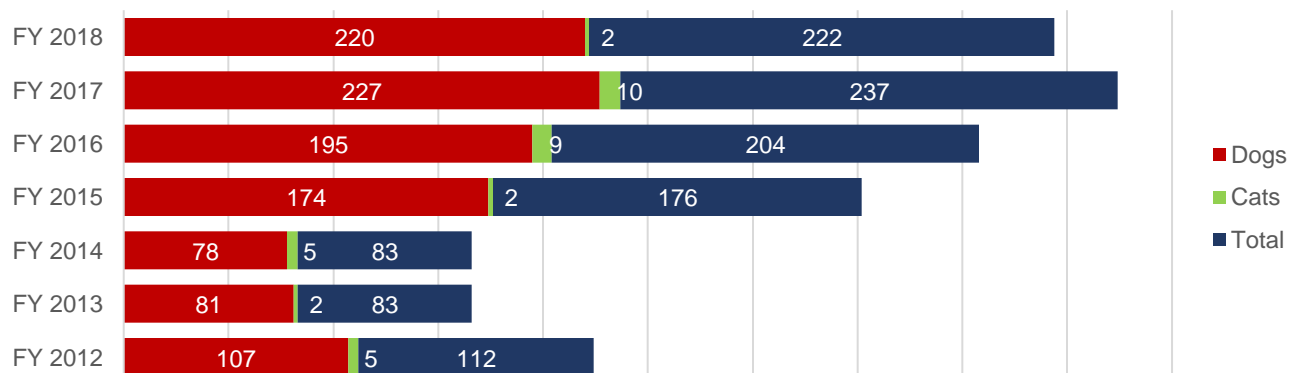
### ANNUAL RETURNED TO OWNER



### FISCAL YEAR TO DATE RETURNED TO OWNER



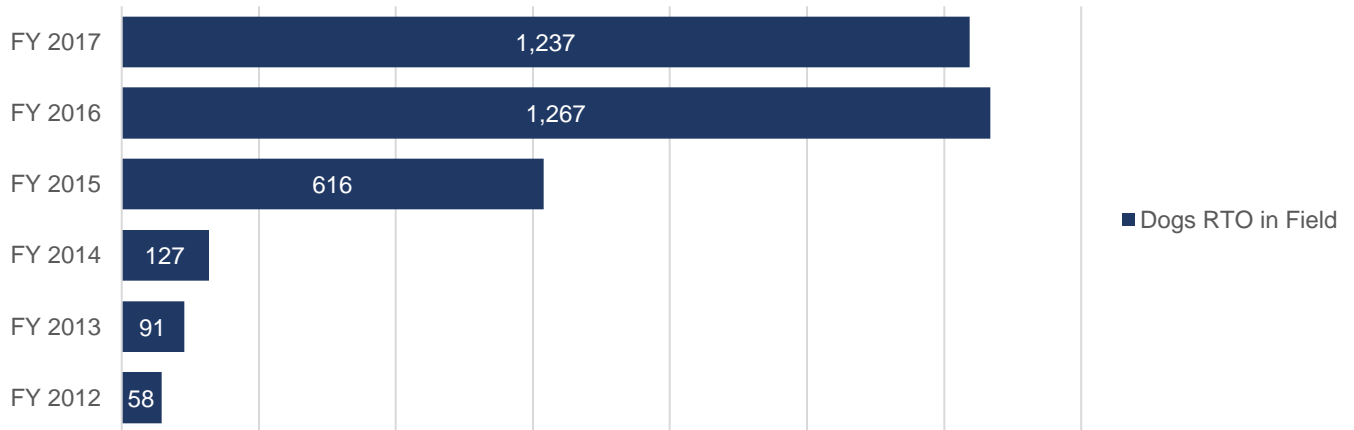
### DECEMBER RETURNED TO OWNER



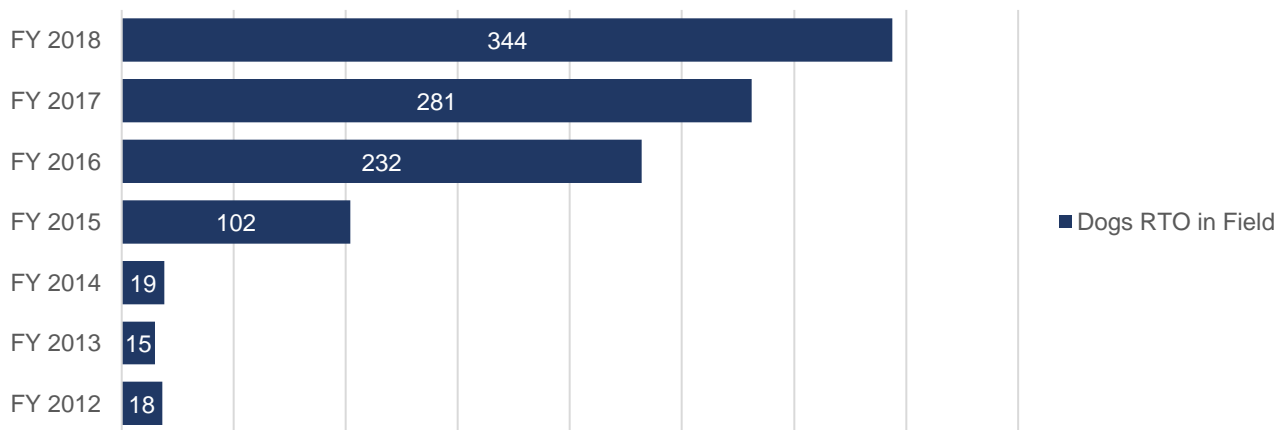


# ANIMAL CARE & CONTROL

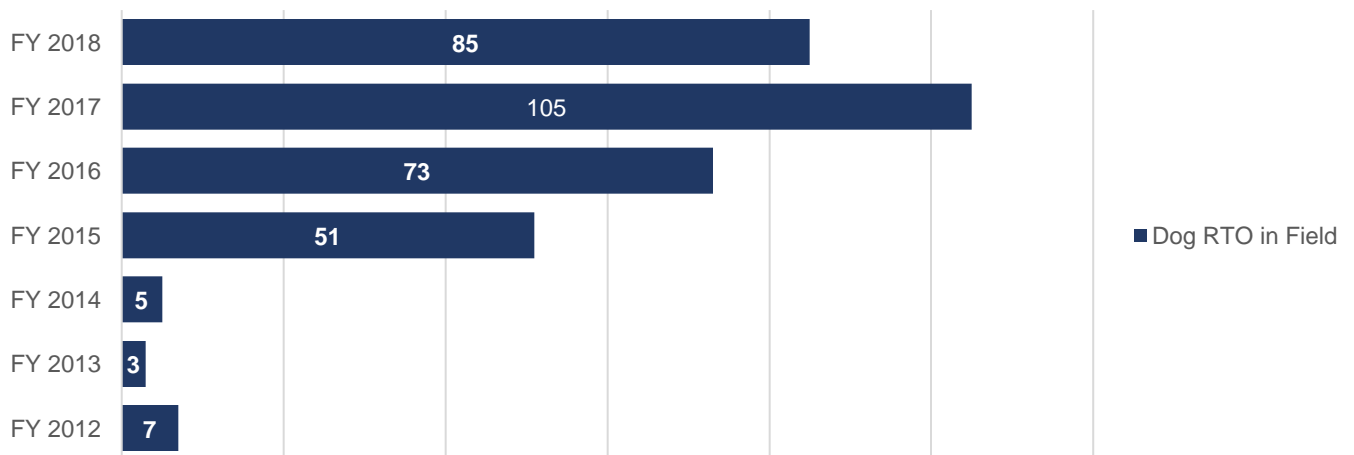
## ANNUAL DOGS RETURNED TO OWNER (RTO) IN FIELD



## FISCAL YEAR TO DATE DOGS RTO IN FIELD

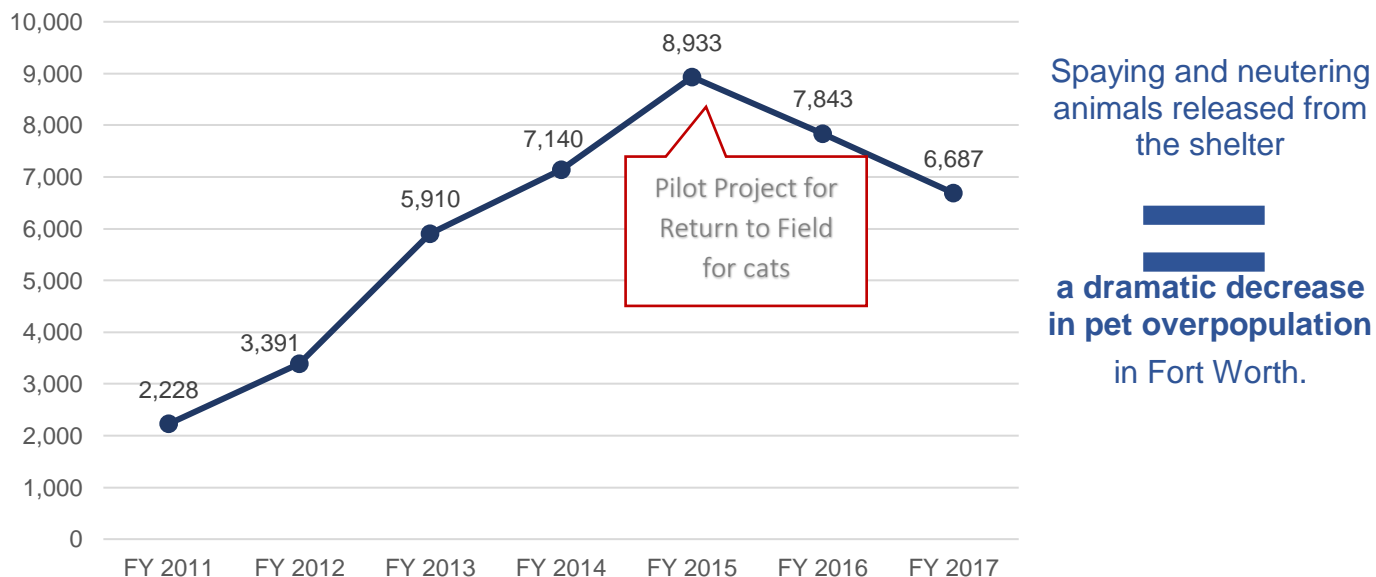


## DECEMBER DOGS RTO IN FIELD

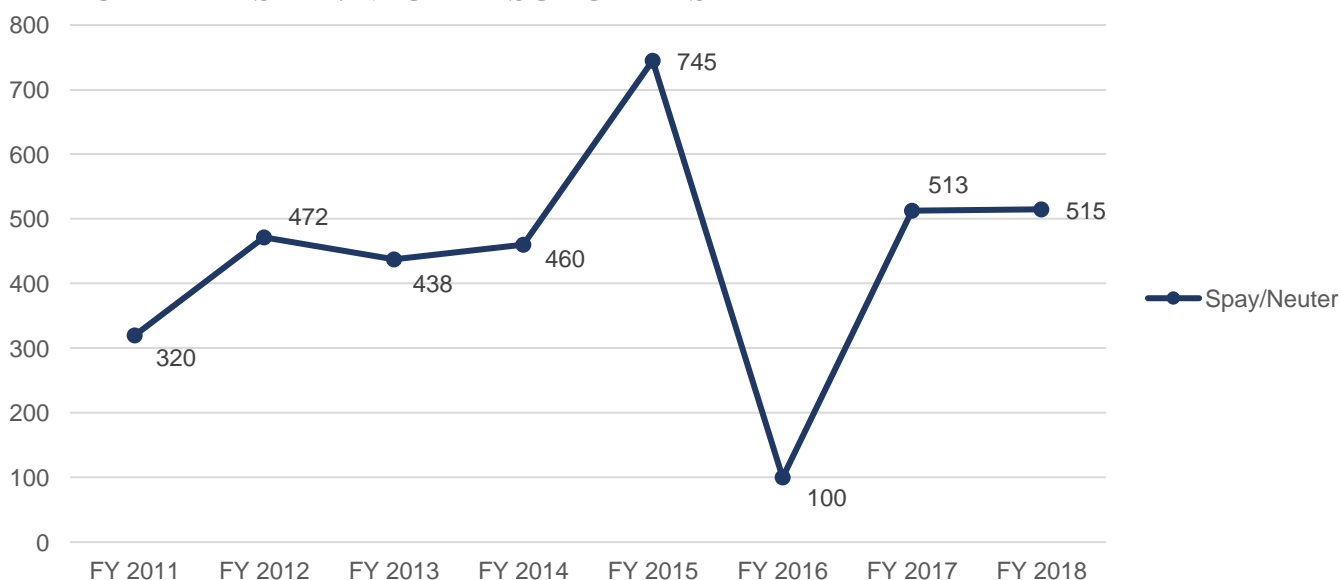


## Annual Spay and Neuter Surgeries

In order to reduce the stray pet population and to protect the public from safety issues that can occur because of unaltered stray animals, all pets that land in Fort Worth Animal Care & Control are spayed 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. FY 2015 and part of FY 2016 Fort Worth conducted a pilot program of Return to Field for stray cats where the cats were trapped, spayed/neutered, and vaccinated and returned to trap location.



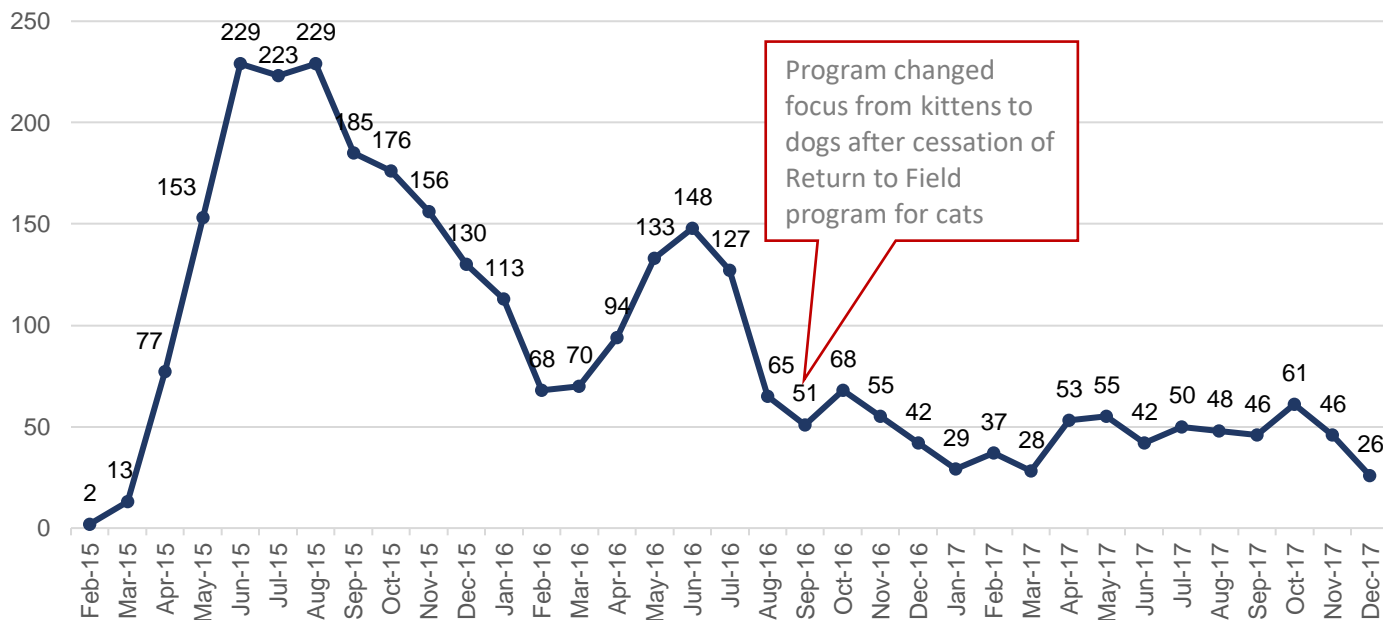
## DECEMBER SPAY/NEUTER SURGERIES



## Foster Program – Cowtown Crashpads

In 2015, Fort Worth Animal Care & Control created its first foster care program called 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 that are too young to be adopted.

### ANIMALS IN FOSTER CARE



Note: Chart reflects calendar year data



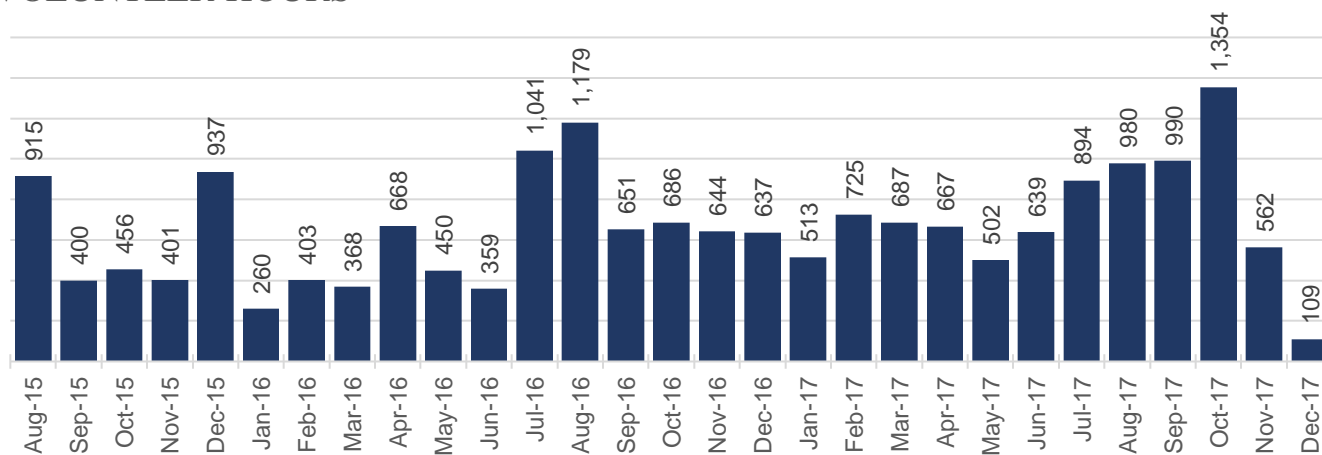
# ANIMAL CARE & CONTROL

## 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 with and socialize the pets, offer support to staff members, and assist with special adoption events, such as Clear the Shelters, Shelter Pets Rock and the PetSmart Charities National Adoption Weekends throughout the year.



## VOLUNTEER HOURS



Note: Chart reflect calendar year data

In December, volunteers have contributed

# 109 hours

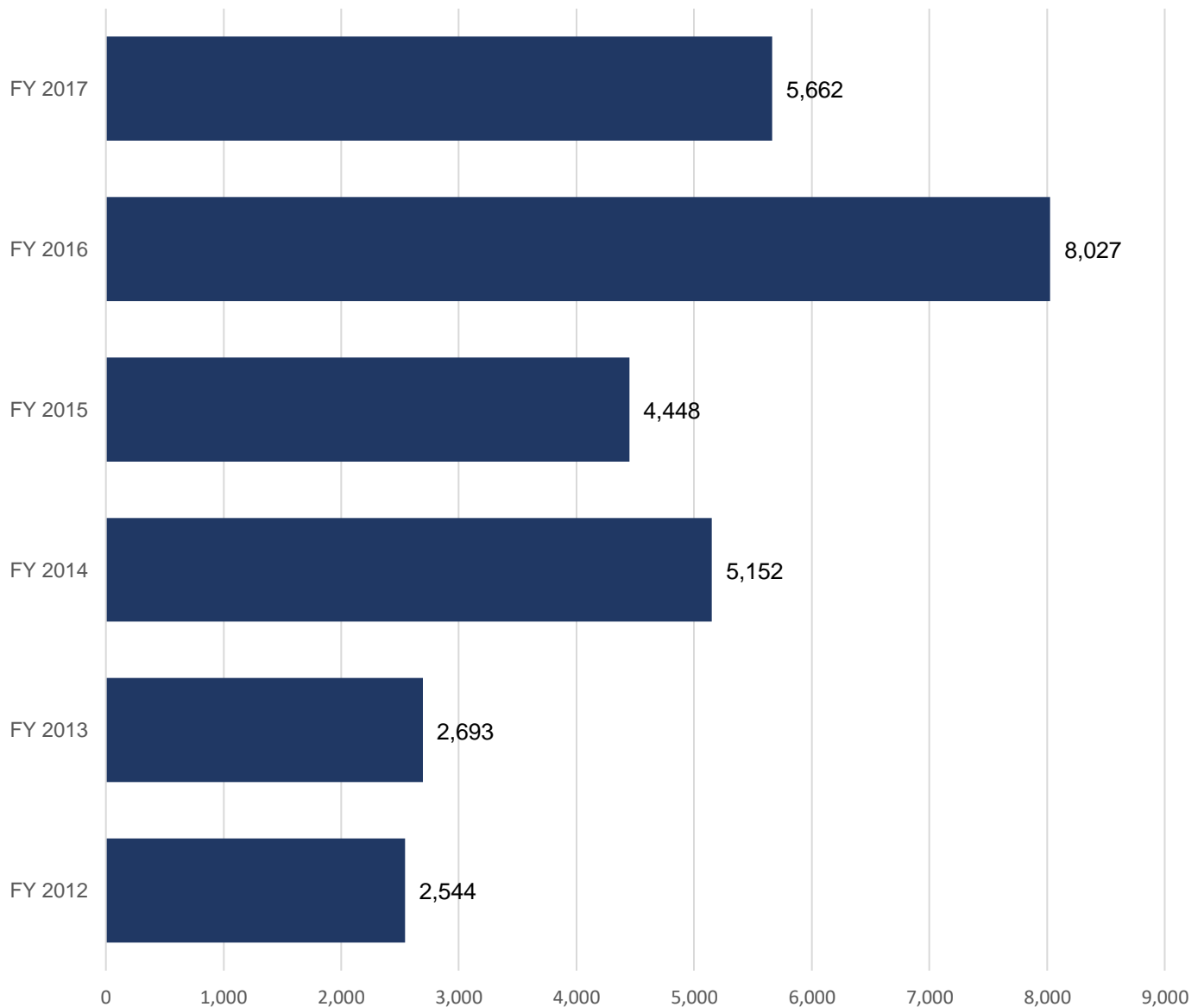
working with our shelter pets socializing them, working mobile adoption events, grooming and even cleaning up!

## Enforcement and General Citations

Fort Worth Animal Care & Control 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, FWACC implemented a new program of returning dogs to their owners in the field. This program, combined with an adding a stray team program in 2014, resulted in a decrease in the number of citations written in 2015.

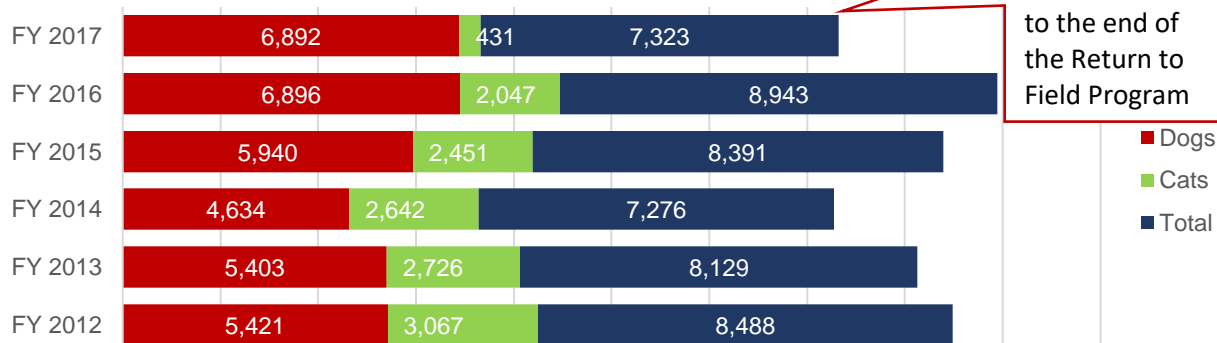


# ANIMAL CARE & CONTROL

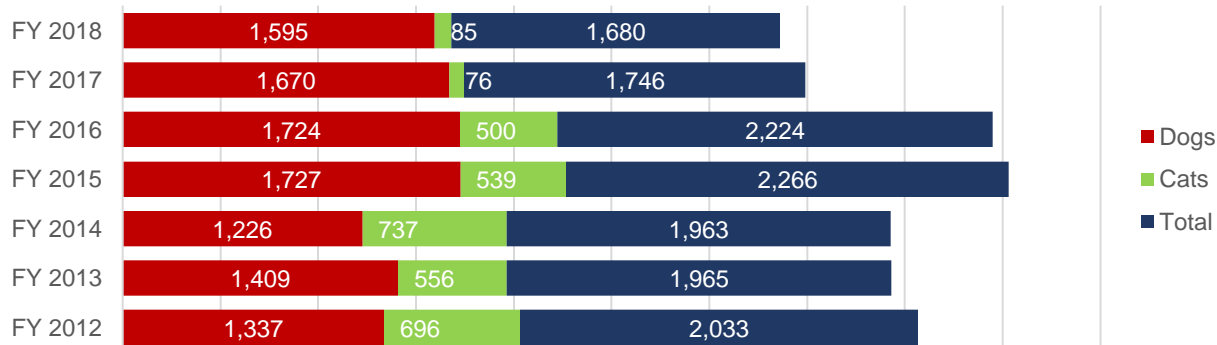
## Stray Animal Capture

In 2014, Fort Worth Animal Care & Control furthered its efforts with a new focus on removing stray animals from the streets in our community and implemented the stray team program. The stray teams' singular focus is to capture stray animals within the city. There are currently two teams of three officers. Their efforts, in conjunction with other animal control officers' efforts, have also included record-setting numbers of dogs returned to their owners in the field.

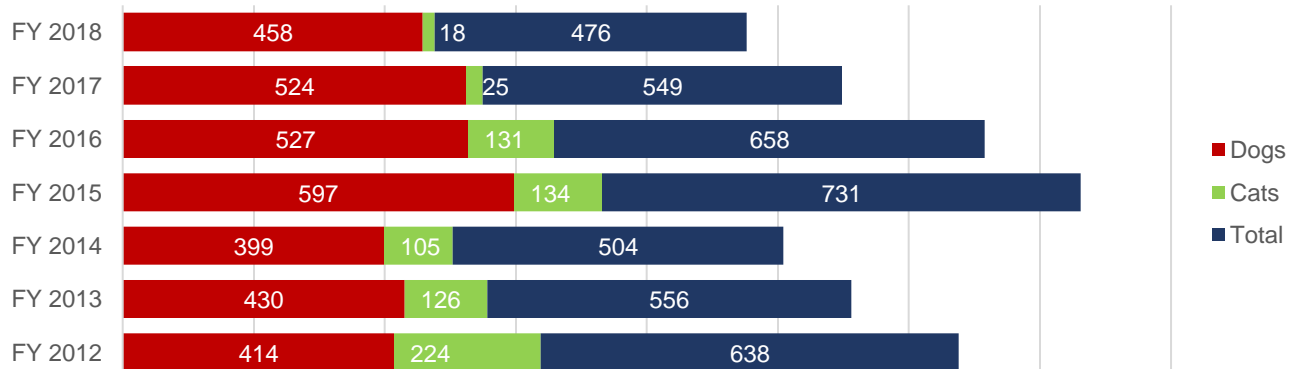
### ANNUAL STRAY ANIMAL CAPTURE



### FISCAL YEAR TO DATE STRAY ANIMAL CAPTURE



### DECEMBER STRAY ANIMAL CAPTURE

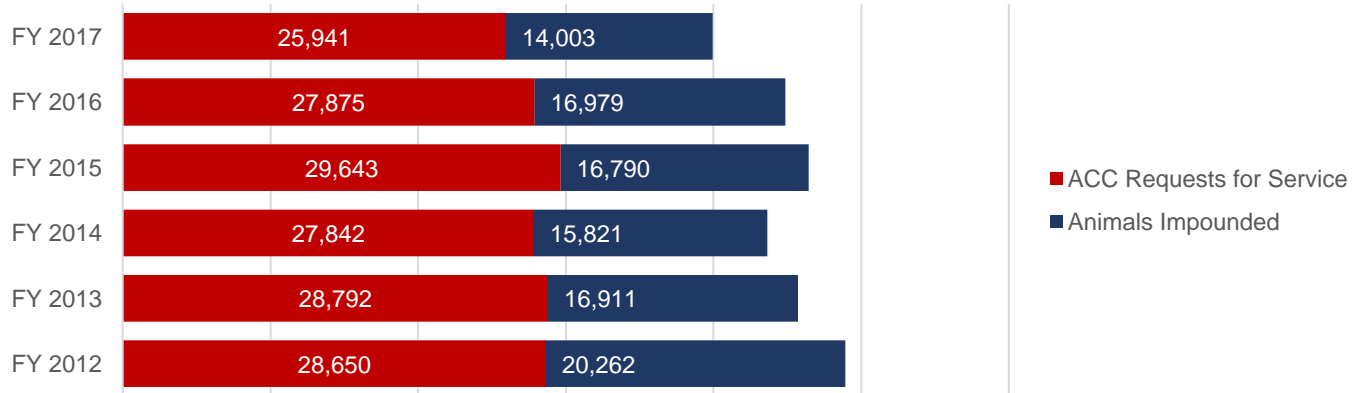


# ANIMAL CARE & CONTROL

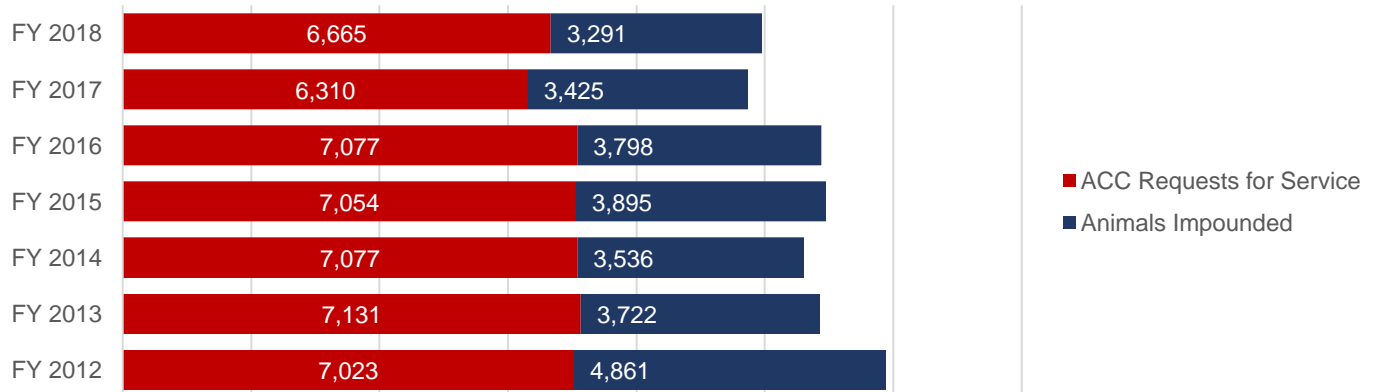
## Requests for Service

Requests for service typically include all animal welfare issues, such as stray or injured animals, animals in danger, or wildlife and livestock issues.

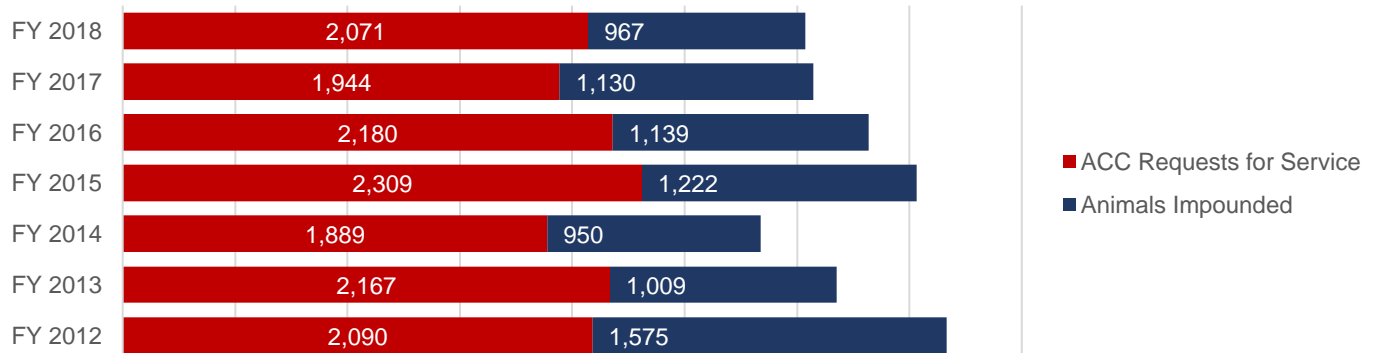
### YEAR TO YEAR REQUESTS FOR SERVICE COMPARISON



### YEAR TO DATE REQUESTS FOR SERVICE



### DECEMBER REQUESTS FOR SERVICE





## Resources

### DATA QUALITY & CONTROL

Tony Hiller

817-392-6981

[Tony.Hiller@FortWorthTexas.gov](mailto:Tony.Hiller@FortWorthTexas.gov)

### FOR ANIMAL QUESTIONS:

817-392-1234

### ADOPT A PET

[FortWorthTexas.gov/animals/adoption](http://FortWorthTexas.gov/animals/adoption)

[www.facebook.com/fortworthacc](https://www.facebook.com/fortworthacc)

### REPORT AN ANIMAL ISSUE

[CityOfFortWorth.wufoo.com/forms/animal-issue-report-form](http://CityOfFortWorth.wufoo.com/forms/animal-issue-report-form)

### FIND AN ADOPTION CENTER

[FortWorthTexas.gov/animals/adoption](http://FortWorthTexas.gov/animals/adoption)

[www.facebook.com/fortworthacc](https://www.facebook.com/fortworthacc)

### LICENSE YOUR PET

[FortWorthTexas.gov/animals/fees](http://FortWorthTexas.gov/animals/fees)

### DONATE TO FRIENDS OF HENRY AND SCOUT TO HELP SHELTER PETS

[FortWorthTexas.gov/animals/donate](http://FortWorthTexas.gov/animals/donate)

### LOST AND FOUND PETS

[FortWorthTexas.gov/animals/foundpets](http://FortWorthTexas.gov/animals/foundpets)



## CODE ENFORCEMENT

Code Enforcement has two divisions: the Neighborhood Investigations Division and the Building Standards Division. These divisions maintain Fort Worth's status as a clean, livable and attractive city.

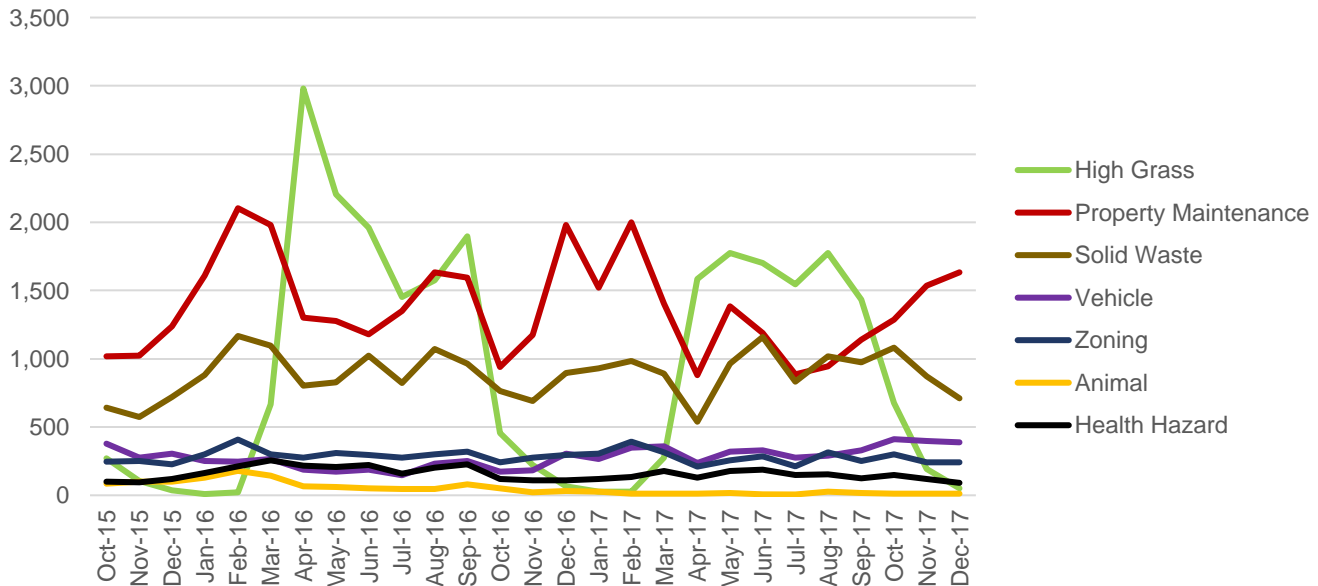


# CODE ENFORCEMENT

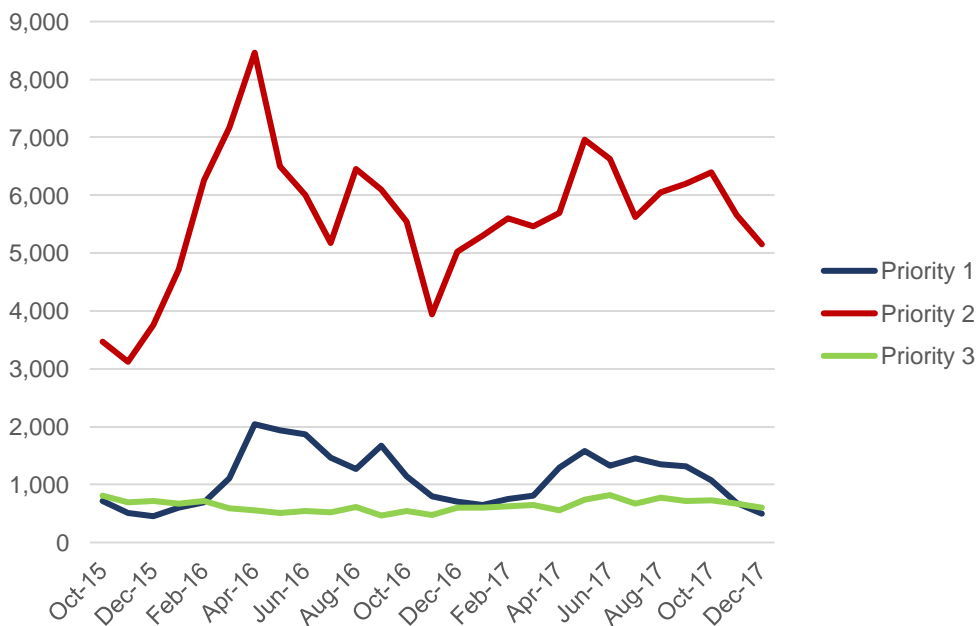
## Neighborhood Investigations Division

The Neighborhood Investigations Division consists of neighborhood Code Officers who investigate violations, such as high grass and weeds, 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 more than 24 inches tall.

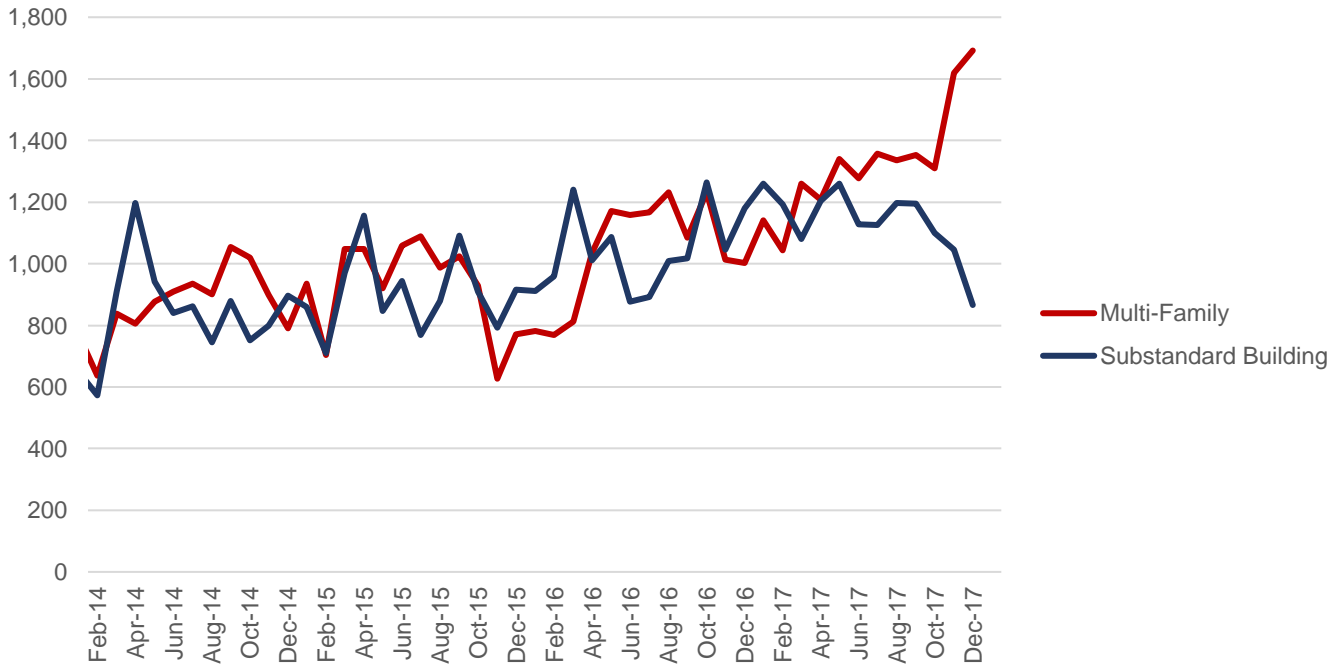
Priority 2 violations include accumulation of debris, bulk waste violations, junk vehicles, animal violations, and grass between 18 and 24 inches tall.

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

## Building Standards Division

The Building Standards Division consists of the Substandard Buildings Section and the Multi-Family Registration and 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



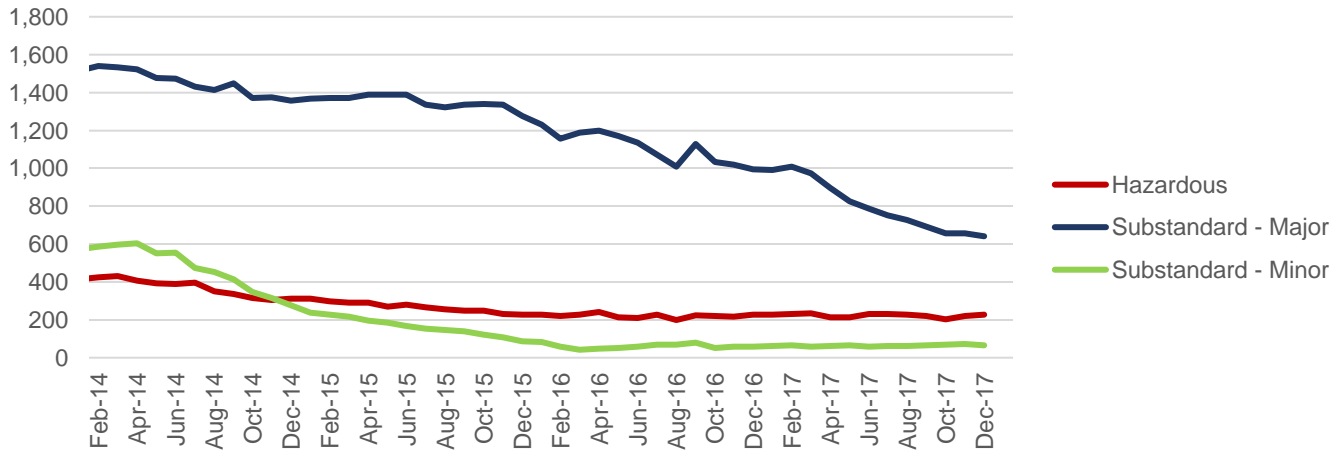
A substandard structure is any building that does not meet the standards or specifications established in the building, plumbing, electrical, and mechanical codes and may endanger the life, health, and safety of residents.

## 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

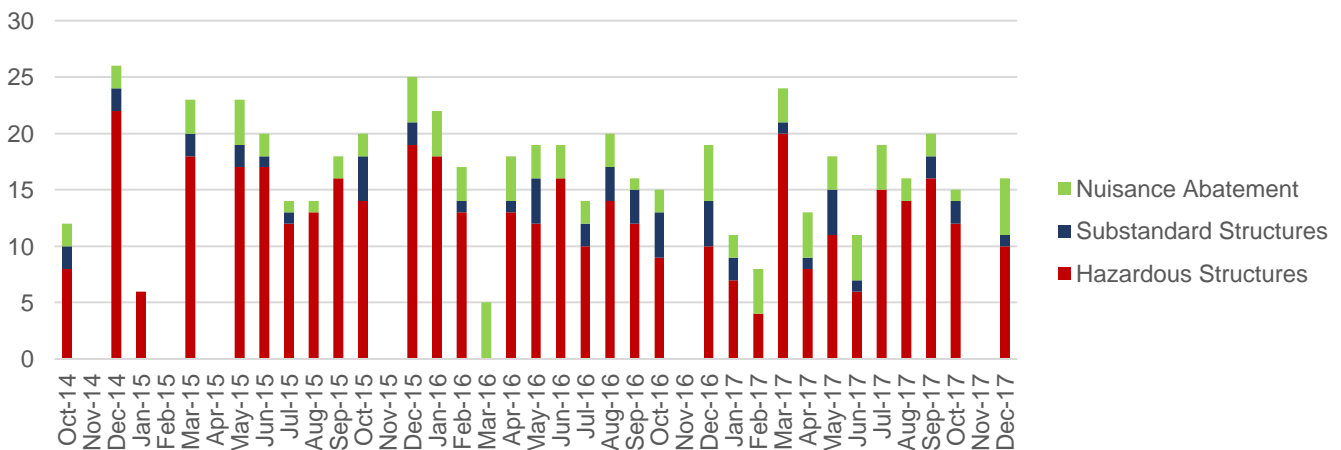
Structures are prioritized based on three categories. Hazardous structures are the most dangerous and need to be repaired or demolished as soon as possible.



### 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, and to order a property owner to remove or abate a nuisance.

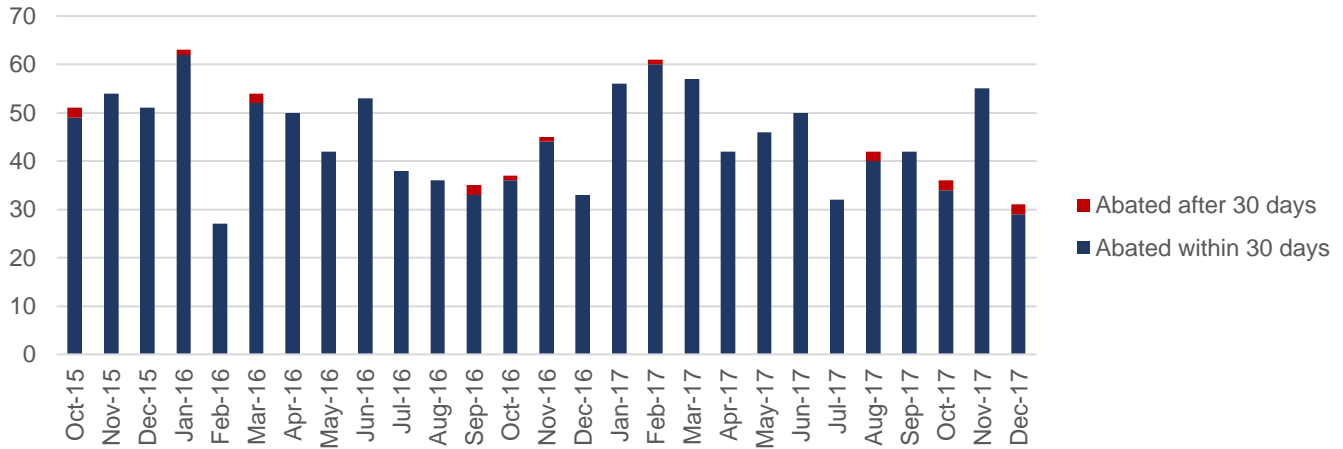
The Commission does not meet in November.



# CODE ENFORCEMENT

## OPEN AND VACANT STRUCTURE VIOLATIONS

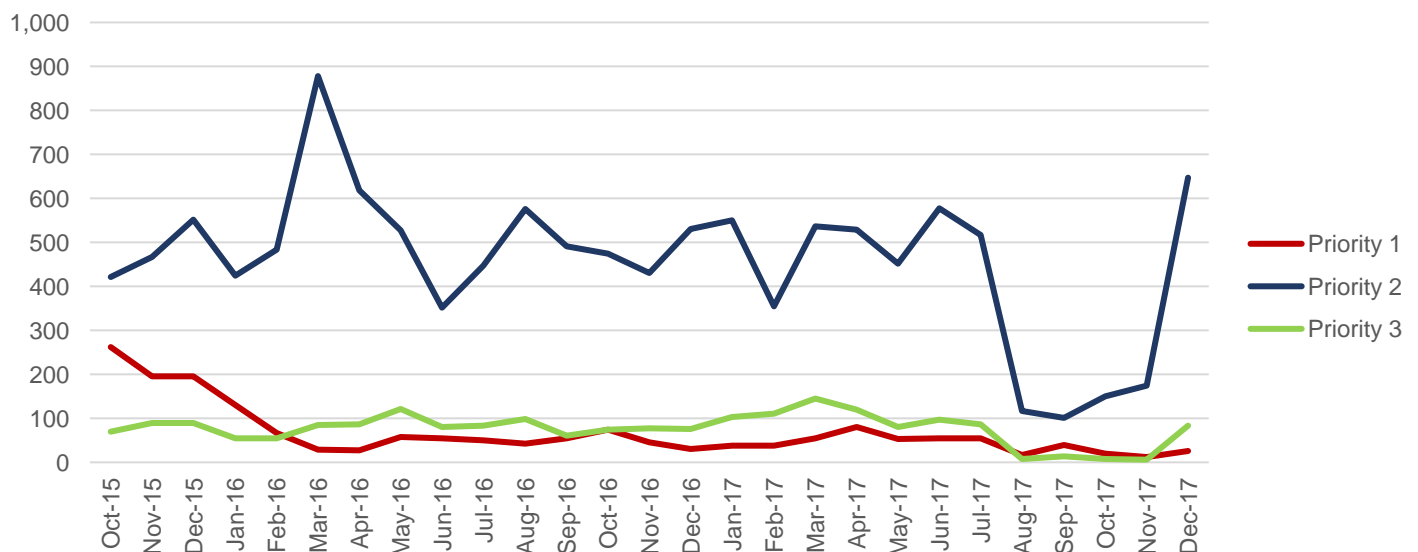
When abandoned structures remain open and unsecured, they provide opportunities for illegal activities, such as prostitution and drug sales. Sometimes vagrants gain access and burn structures down while trying to stay warm in winter months. Abandoned structures also can deteriorate, becoming eyesores, and contributing to 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 issued notices of violation. If necessary, enforcement action is taken.

### SAFE NEIGHBORHOOD INITIATIVE VIOLATIONS BY PRIORITY





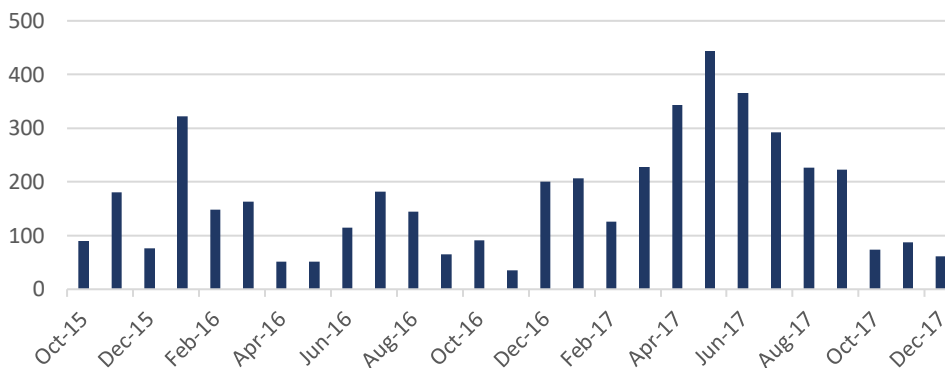
## Fort Worth Code Rangers

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 Rangers 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:

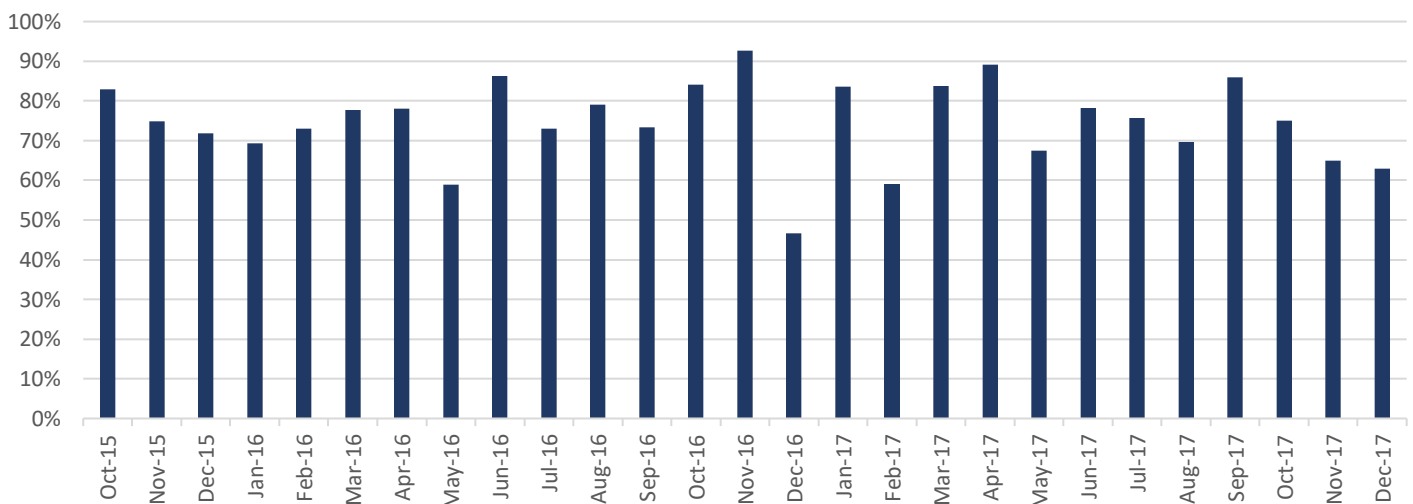
- Encourage residents and property owners to maintain their homes and yards in order to preserve property values and discourage crime.
- Allow code officers the opportunity to devote more time to chronic, dangerous, or complicated issues affecting the neighborhood.
- Create a greater sense of community 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 Rangers



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](mailto:Glenn.Neal@FortWorthTexas.gov)

### BUILDING STANDARDS DATA QUALITY AND CONTROL

Chris McAllister

817-392-2766

[Chris.McAllister@FortWorthTexas.gov](mailto:Chris.McAllister@FortWorthTexas.gov)

### FOR CODE ENFORCEMENT

817-392-1234

### SUBMIT A COMPLAINT

[FortWorthTexas.gov/codecompliance/](http://FortWorthTexas.gov/codecompliance/)

### CHECK COMPLAINT STATUS

[FortWorthTexas.gov/codecompliance/](http://FortWorthTexas.gov/codecompliance/)

### FIND YOUR CODE OFFICER

[FortWorthTexas.gov/codecompliance/](http://FortWorthTexas.gov/codecompliance/)

### ONE ADDRESS

From trash day to permits to crime around your home, find it by entering your address at

[OneAddress.FortWorthTexas.gov](http://OneAddress.FortWorthTexas.gov)

### CODE RANGERS PROGRAM

[FortWorthTexas.gov/coderangers/](http://FortWorthTexas.gov/coderangers/)

## CONSUMER HEALTH

Consumer Health staff members provide 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 and prevention activities, as well as enforcing the game room ordinance.



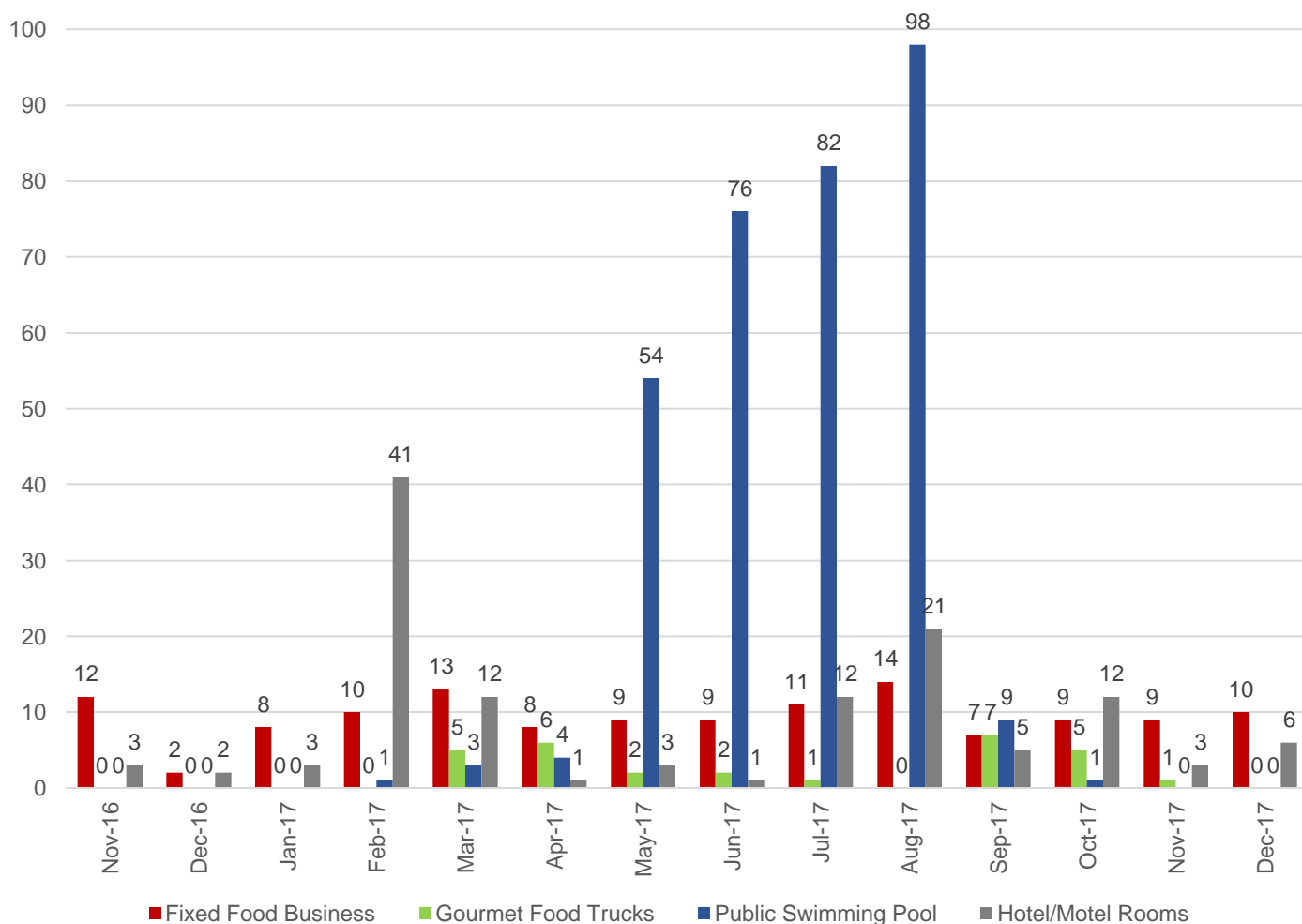
# CONSUMER HEALTH

## PERMIT SUSPENSIONS DUE TO IMMINENT HEALTH HAZARDS

Addressing imminent health hazards that could cause harm to the public, or employees, is a necessary part of a health inspector's job. When floods, fires or electrical outages occur, it can damage the business and the ability to operate safely. Health inspectors are charged with ensuring that safety remains a top priority, no matter the emergency. Consumer Health suspends the health permit, denying the business permission to operate if the operator can no longer safely provide services. The following are examples of why businesses need to close.

- Flood, fires, electrical and water outages.
- Unsanitary conditions or pest control issues.
- Inadequate hot water or refrigeration for food service.
- Broken safety equipment in a pool or spa.

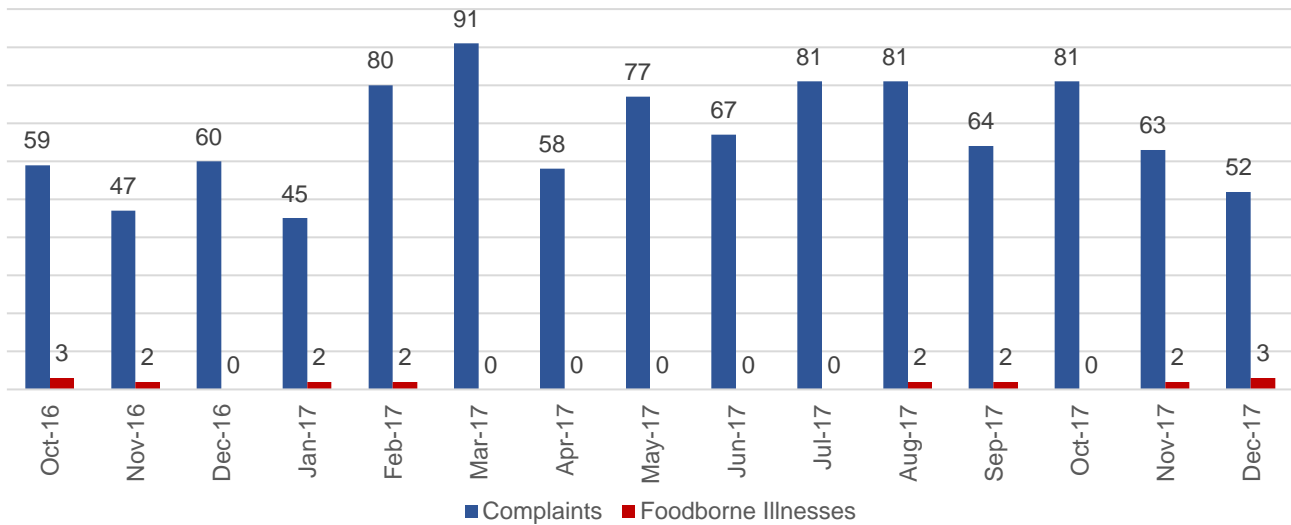
Each operator is informed of the reason their permit is suspended, and the health inspector works with the business to expedite reopening, even if that means visiting the business at 2 a.m. If the emergency has been resolved, it is our goal to get them operating as soon as possible.



# CONSUMER HEALTH

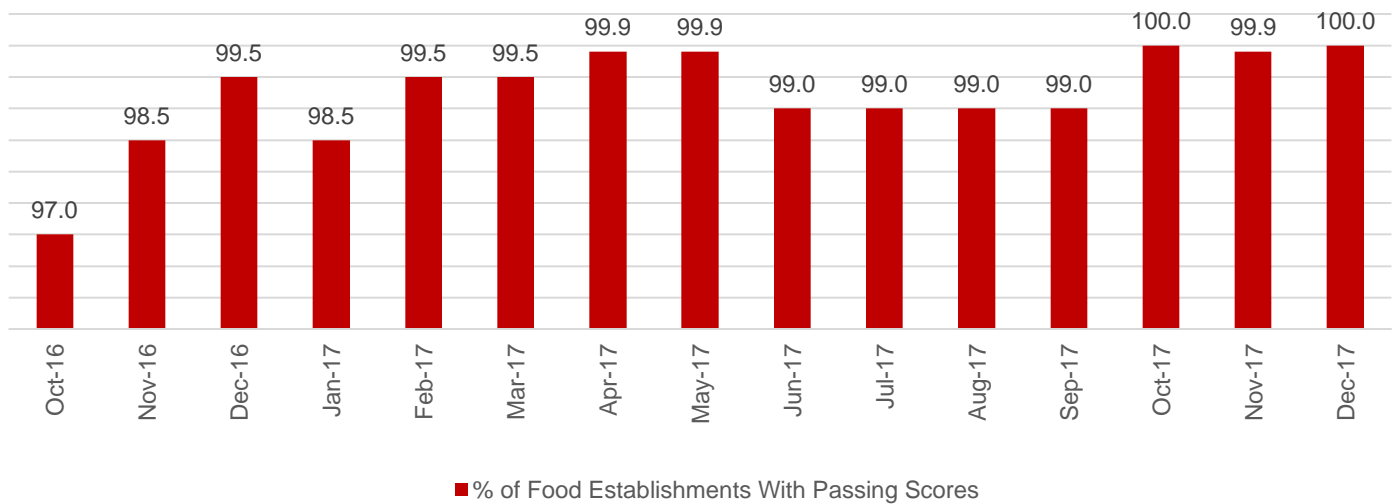
## FOOD COMPLAINTS COMPARED TO FOODBORNE ILLNESS COMPLAINTS

Preventing foodborne illness is a top priority in Consumer Health. Officers investigate each report of foodborne illness received from Tarrant County Public Health within 24 hours in order to stop the possible spread of illness. Consumer Health also addresses citizen complaints about food establishments' operations that could lead to foodborne illness. These complaints are more common and are addressed based on the complaint's risk of illness. Consumer Health maintains a record of investigating 95 percent of complaints within 72 hours.



## MONTHLY PERCENT OF PASSING INSPECTIONS

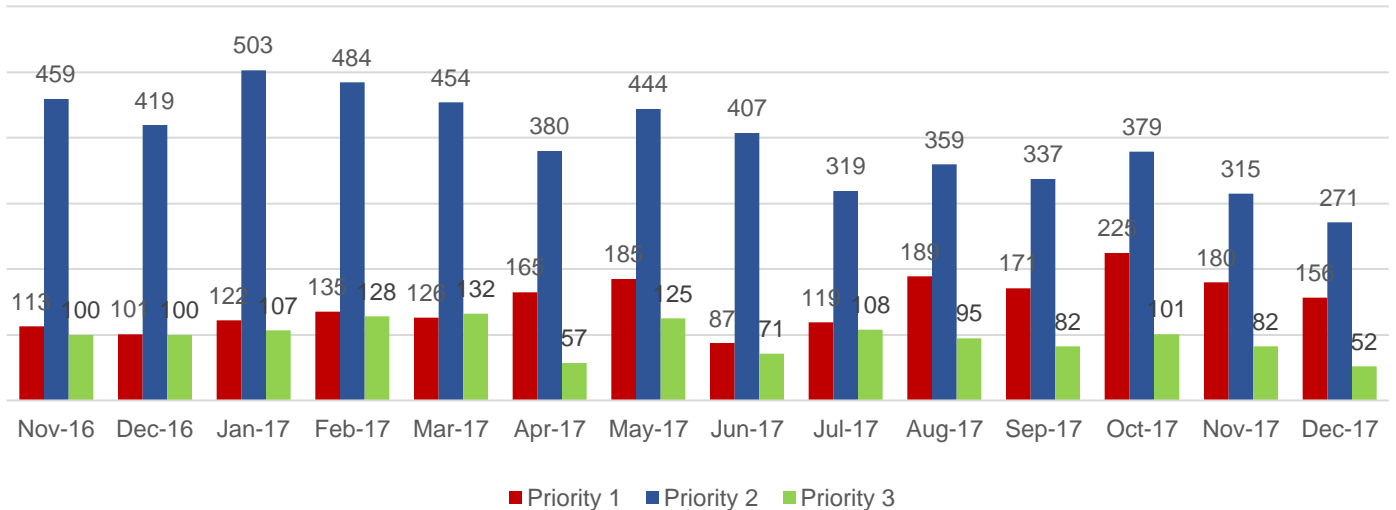
The Consumer Health Division conducts more than 6,000 inspections annually in food establishments. This includes restaurants, childcare kitchens and grocery stores. It also includes the corner stores, bars and gourmet food trucks that have become popular in Fort Worth. Health inspectors work with business 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 are not allowed to reopen until they can serve food safely to our citizens.



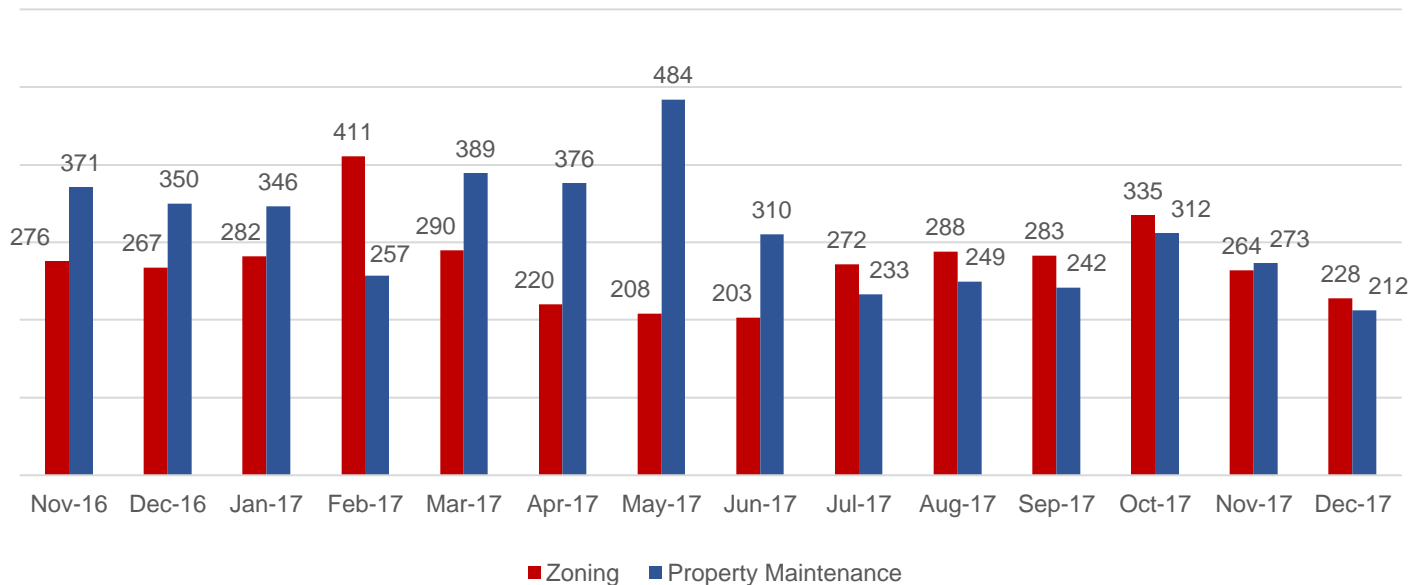
# CONSUMER HEALTH

The Consumer Health Commercial Compliance team is tasked with ensuring that commercial businesses throughout the City of Fort Worth are following the zoning ordinances and being good neighbors to the surrounding residents. The Senior Code Compliance staff members assigned to this team address violations with the businesses. Notices of these violations are routinely received from citizens and neighborhood associations as we interact within the city. Additionally, the team regularly monitors the commercial corridors of the city to ensure that Fort Worth looks its best. The team focuses on bringing long-term compliance where businesses are either violating their zoning permissions or not maintaining their business property adequately.

## COMMERCIAL ENFORCEMENT PRIORITY VIOLATIONS WORKED

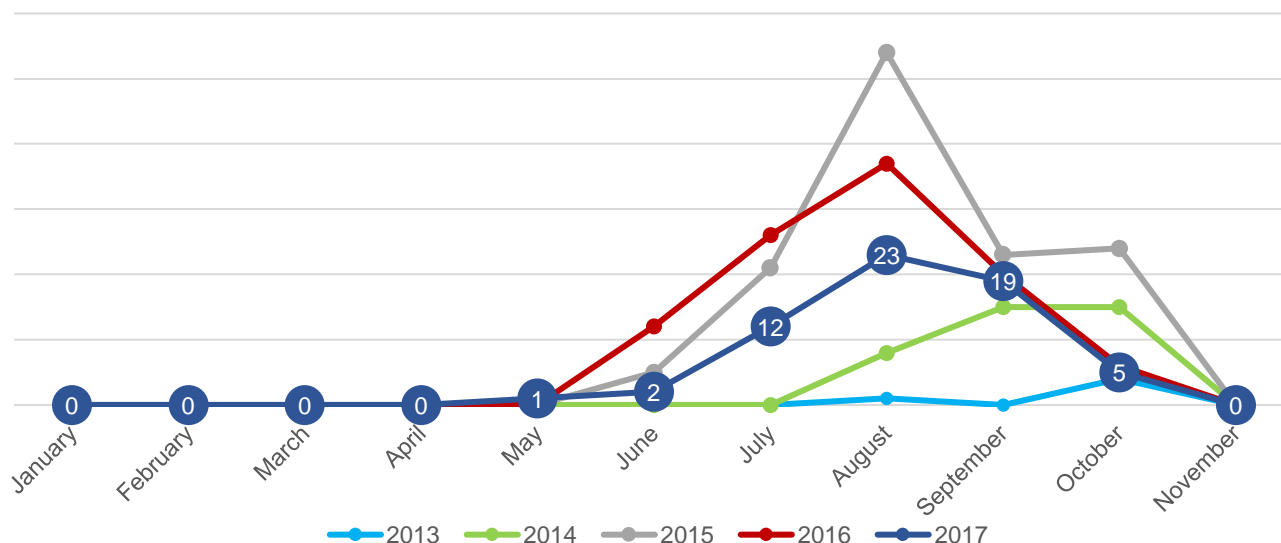


## ZONING VS PROPERTY MAINTENANCE VIOLATIONS



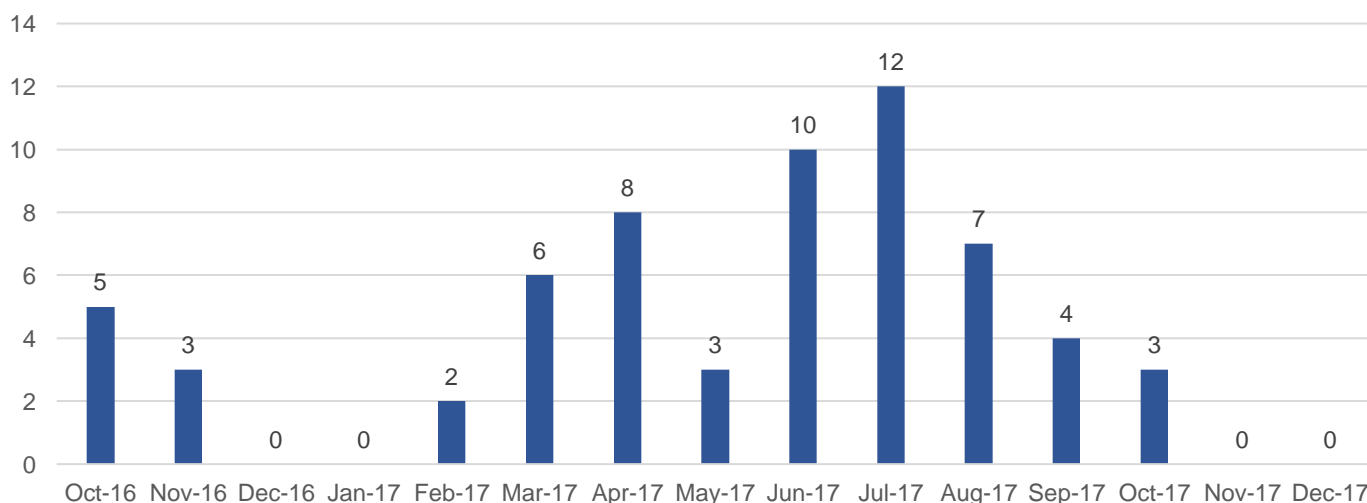
## WEST NILE VIRUS ACTIVITY IN MOSQUITOES 2012-2015

Mosquito diseases are spread to humans through their bites. 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 Texas area, we partnered with the University of North Texas Health Science Center to have a cost-effective surveillance program that measures the risk of illness to prevent 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 West Nile Virus each month.



## REPORTED CITIZEN CONCERNS: MOSQUITO INVESTIGATIONS

Citizen concerns about mosquitos are typically investigated within 24 hours. Consumer Health staff members educate residents about mosquito prevention and treat any stagnant water they find to prevent mosquito growth.



## Resources

### DATA QUALITY AND CONTROL

Wyndie Turpen, RS

817-392-6982

[Wyndie.Turpen@FortWorthTexas.gov](mailto:Wyndie.Turpen@FortWorthTexas.gov)

### CONSUMER HEALTH

817-392-7255

[FortWorthTexas.gov/health/](http://FortWorthTexas.gov/health/)

### PROTECT YOURSELF FROM MOSQUITOES

[FortWorthTexas.gov/mosquitoes/](http://FortWorthTexas.gov/mosquitoes/)



## ENVIRONMENTAL QUALITY

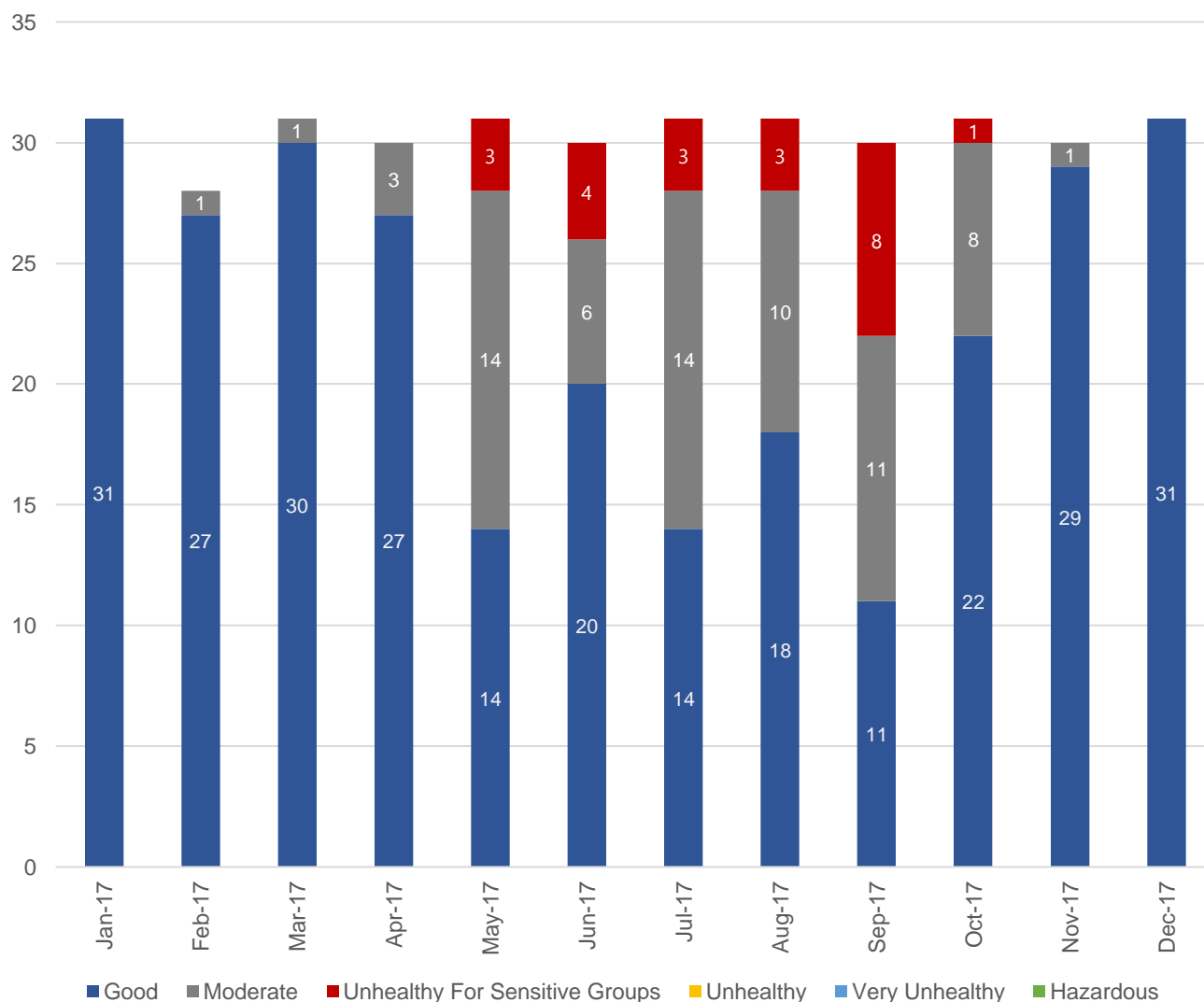
The Environmental Quality Division ensures compliance with federal, state and local environmental regulations to promote a clean and healthy environment. Staff members monitor ambient air and local water quality, investigate concerns of environmental contamination, ensure environmental permit compliance and provide safe household and city-generated hazardous waste disposal. Staff members also engage 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 members provide management strategies and policy oversight for litter management.



# ENVIRONMENTAL QUALITY

## AIR QUALITY INDEX

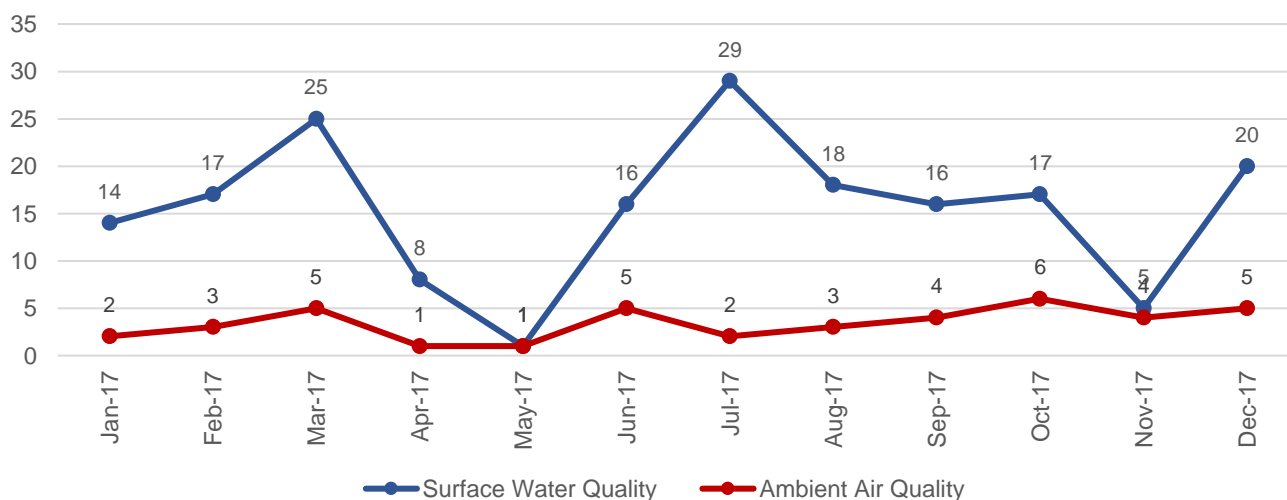
In December 2017, 31 of 31 days were reported as 'green' or 'good' air quality days (i.e., between 0 and 0.054 parts per million (ppm) 8-hour ozone measured). Green is the best score available within the Air Quality Index (AQI) which reports an analysis of daily air quality readings in both numerical and colorimetric format. This is consistent with the cold weather months due to weather patterns that tend to disrupt the ozone formation cycle.



# ENVIRONMENTAL QUALITY

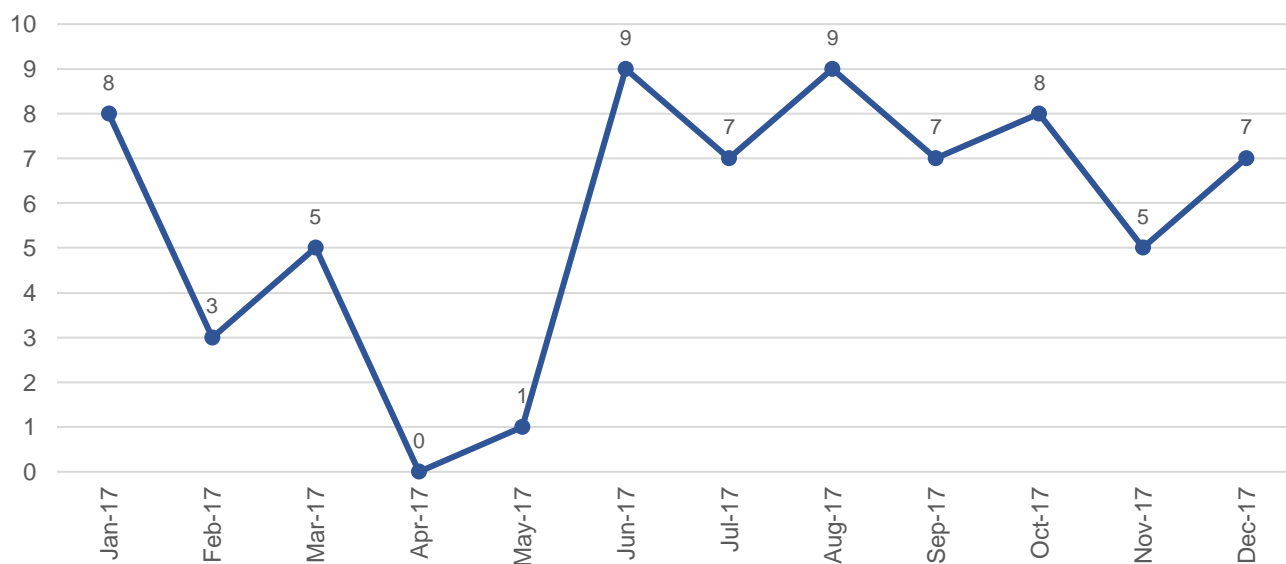
## ENVIRONMENTAL COMPLAINTS INVESTIGATED

In December 2017, the Water Quality Team received 20 complaints. The current number of complaints for December 2017 is above the average compared to most months of the year. In December 2017, the Air Quality Team received five air complaints. The current number of complaints for this month is slightly greater than average compared to most months of the year.



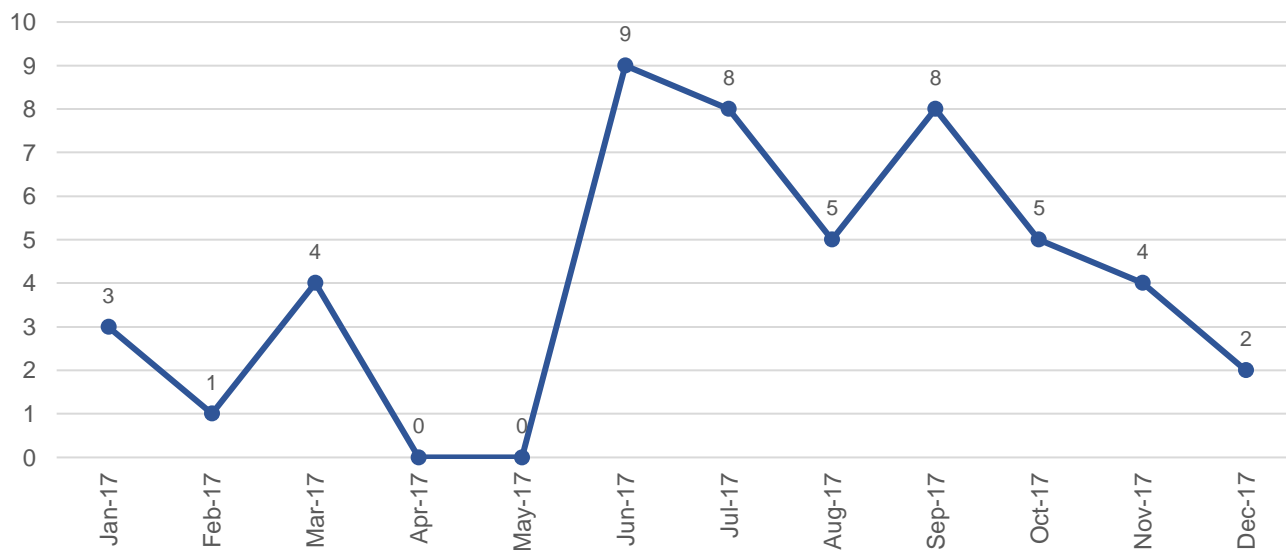
## HAZARDOUS MATERIAL SPILL RESPONSE

In December 2017, a total of seven spills or notifications of abandoned waste were investigated. For the past 12 months, an average of six spills were investigated per month. Staff continue to respond to all hazardous material spills, 24 hours per day/7 days a week/365 days per year.



## DEMOLITIONS

In Decmeber 2017, a total of two demolitions were completed by the City and five demolitions were completed by owners. The monthly average for completed demolitions is seven; thus, the value is below the monthly average. There were some delays in demolition process due to changes of property ownership, unresolved legal concerns, amendments, scheduling with contractors and challenges in obtaining PO's.



# LITTER IN FORT WORTH

**52%**

OF DFW METROPLEX RESIDENTS  
ADMITTED TO **LITTERING**  
IN THE PAST YEAR

FAST FOOD WRAPPERS ACCOUNT  
FOR **49%** OF ALL LITTER



2016 NEIGHBORHOOD  
LITTER STOMP

VOLUNTEERS



**1400**

BAGS OF LITTER



**1700**

ANNUAL AMOUNT SPENT ON  
**LITTER ACTIVITIES** IN FORT WORTH

**\$5,000,000**

**90%**

OF RESIDENTS THINK  
**LITTER LOOKS BAD**



OVER **23,000**  
PEOPLE HAVE PLEDGED  
TO PICK UP **10 PIECES OF**  
EACH WEEK



AVERAGE DISTANCE A PERSON WILL WALK WITH A PIECE OF TRASH

**BEFORE LITTERING:**

**12steps**

Let's be litter **FREE** Fort Worth!  
**#litterfreefortworth**



## Resources

### DATA QUALITY AND CONTROL

Amy LaMar

817-392-7564

[Amy.LaMar@FortWorthTexas.gov](mailto:Amy.LaMar@FortWorthTexas.gov)

### ENVIRONMENTAL QUALITY

[FortWorthTexas.gov/env/](http://FortWorthTexas.gov/env/)

### ENVIRONMENTAL COLLECTION CENTER

[FortWorthTexas.gov/env/ecc/](http://FortWorthTexas.gov/env/ecc/)

### TO REPORT AIR OR STORMWATER POLLUTION

817-392-1234

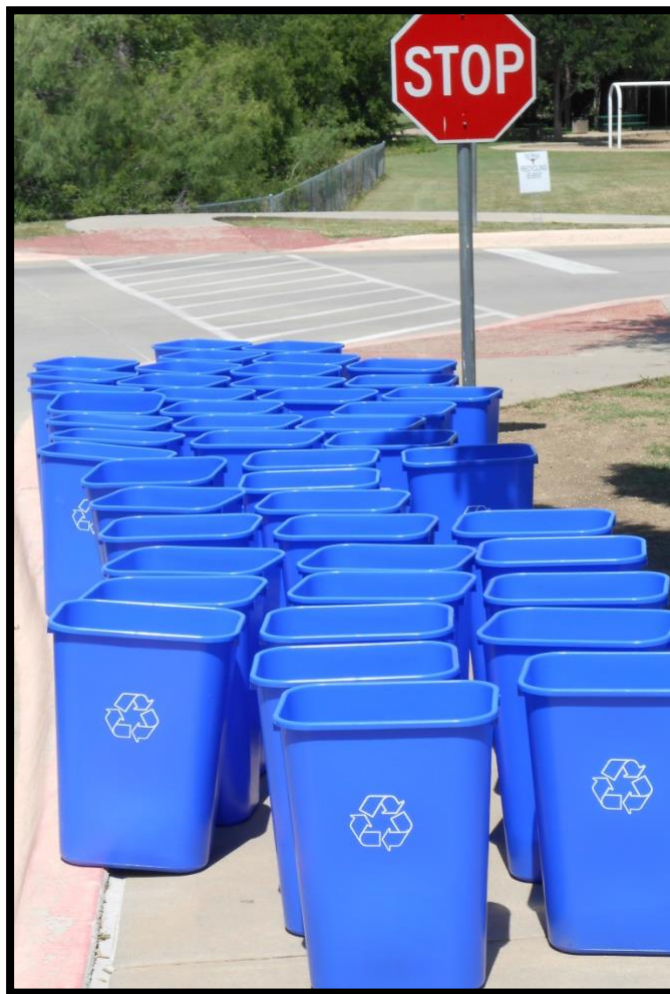


# SOLID WASTE SERVICES

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 services. 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:

- Responding to illegal dumping complaints, including abatement.
- Collecting dead animals from residences and on city streets.
- Code enforcement activities related to illegal dumping and litter.

**Drop-Off Station** section is responsible for managing operations at the four existing drop-off stations. There is no additional charge for Fort Worth residential solid waste customers to use the stations. They accept excess garbage, brush, bulk items, recycling, hazardous household waste and recycling. Citizens can also drop off tires, electronics and household items.



### DROP-OFF STATIONS

2400 Brennan Ave.  
Fort Worth, TX 76106

5150 Martin Luther King  
Jr. Freeway  
Fort Worth, TX 76119

301 Hillshire Blvd.  
Haslet, TX 76052

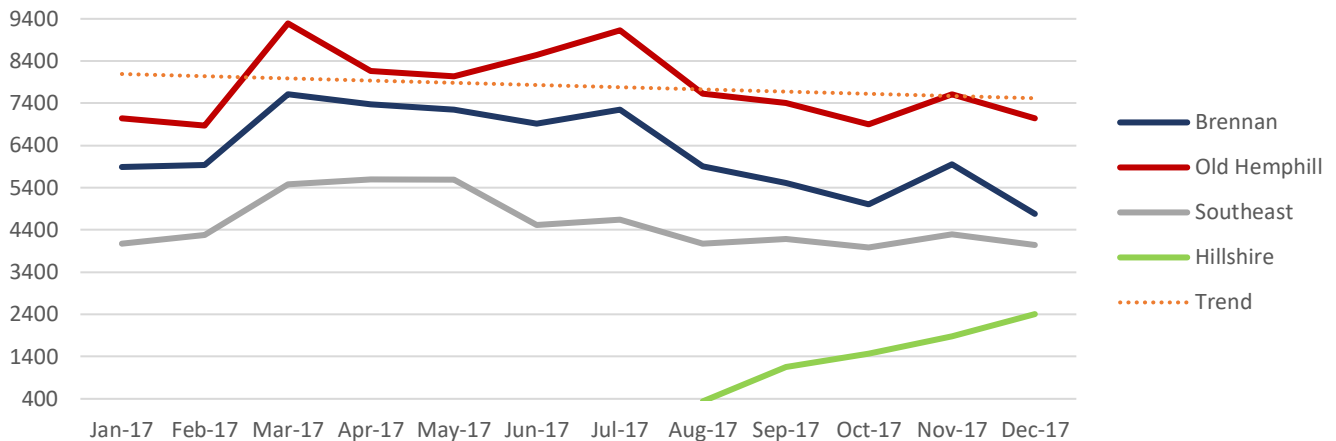
6260 Old Hemphill Road  
Fort Worth, TX 76134

# SOLID WASTE SERVICES

## DROP-OFF STATION VISITS

As a part of the monthly Solid Waste program, the city offers homeowners who pay for residential services access to four conveniently located Drop-Off Stations. The stations 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, visit [www.FortWorthTexas.gov/solidwaste/dropoff](http://www.FortWorthTexas.gov/solidwaste/dropoff).



Waste Management is contracted to provide curbside collections in Fort Worth.



Knight Waste Services provides garbage and recycling collection to about 43 percent of the city

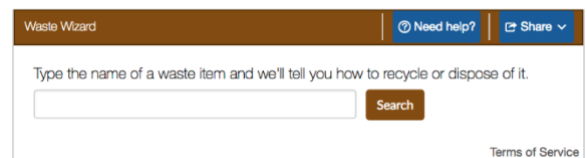
## SOLID WASTE APPLICATIONS



The city offers the Fort Worth Garbage and Recycling App. This free app enables residents to receive service notifications before their service days. The reminders include bulk-waste setout weeks and scheduled collection changes due to inclement weather. The app lets residents report service issues, including missed collections and damaged carts, and it also provides information about recycling. To learn more about the Fort Worth Garbage and Recycling App, call 817-392-1234 or visit the App Store or the Google Play store.

## WASTE WIZARD

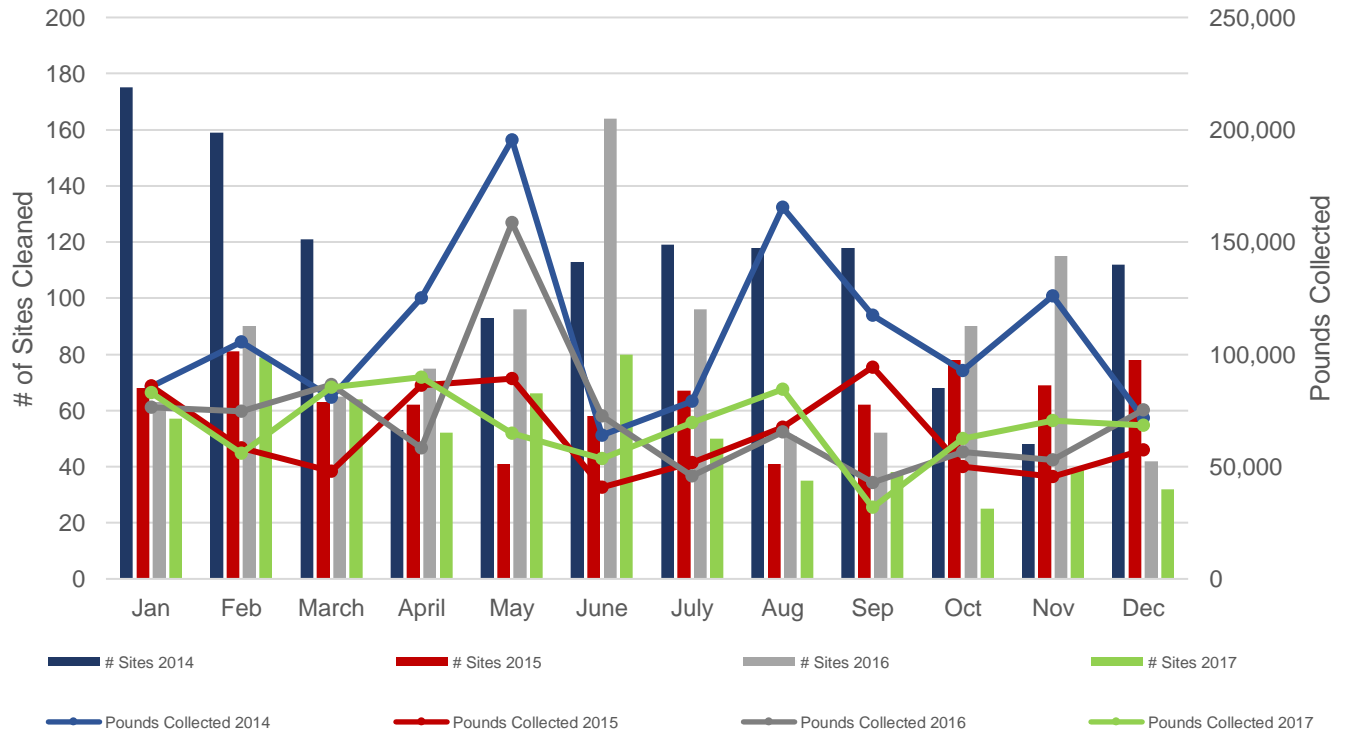
There's also an easy to use Waste Wizard, which is an online tool to help customers learn what items go into the brown garbage cart and what goes into the blue recycling cart. The Waste Wizard provides information about how to properly dispose of more than 1,500 items. Simply type the name of the item, and the Waste Wizard will give instructions. Find the Waste Wizard at [FortWorthTexas.gov/solidwaste/recycling](http://FortWorthTexas.gov/solidwaste/recycling) or on the Fort Worth Garbage and Recycling App.



# SOLID WASTE SERVICES

## LITTER ABATEMENT

The city's litter crews have continued to improve their response time and collection effectiveness with cleaning littered areas and beautifying the community. The emphasis on 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 that the first step is simply doing something about it yourself. In addition, you can help by coordinating small, neighborhood group cleanups and show your support for Keep Fort Worth Beautiful.



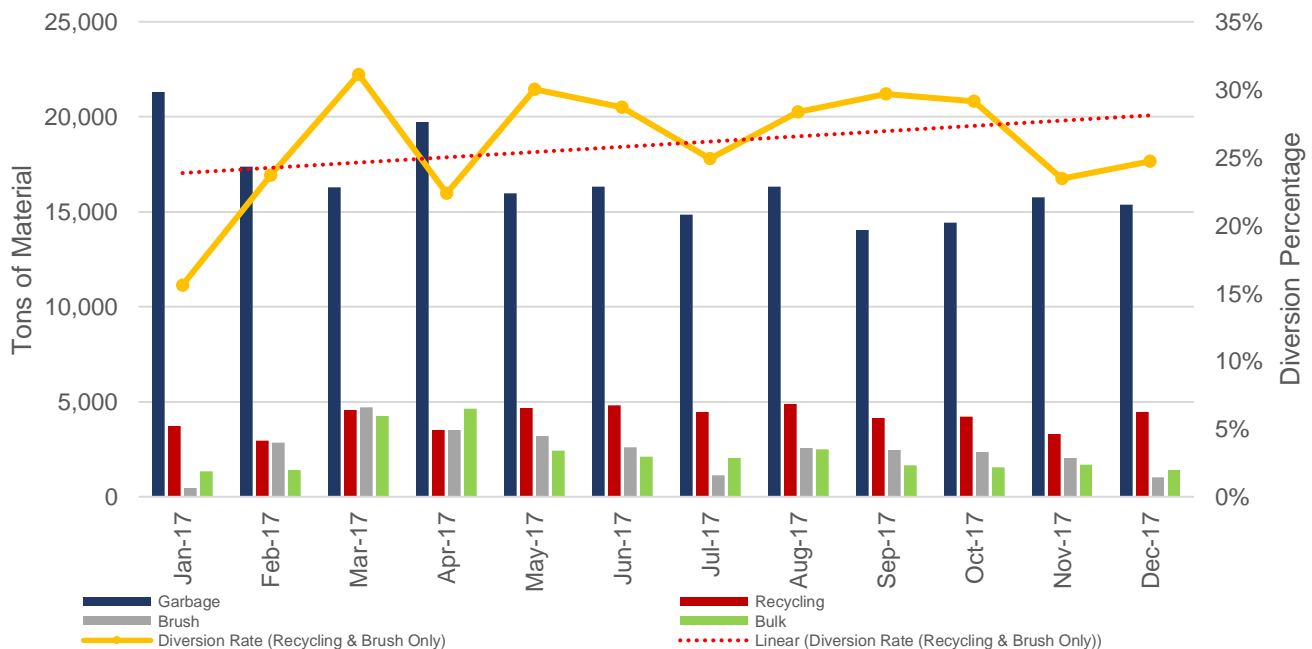
## Recycling Cart Auditors “Blue Crew”

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



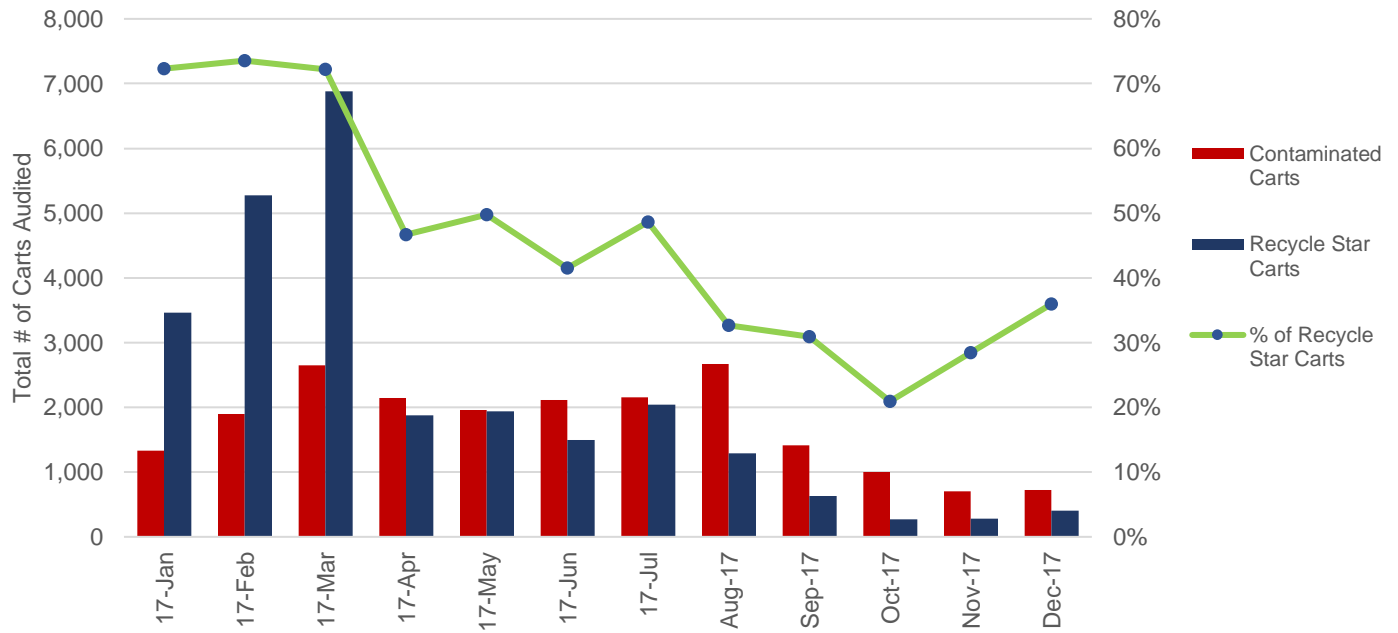
## DIVERSION AND WASTE STREAM BY MONTH

Debris that is diverted from the landfill extends the life of the landfill. 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.



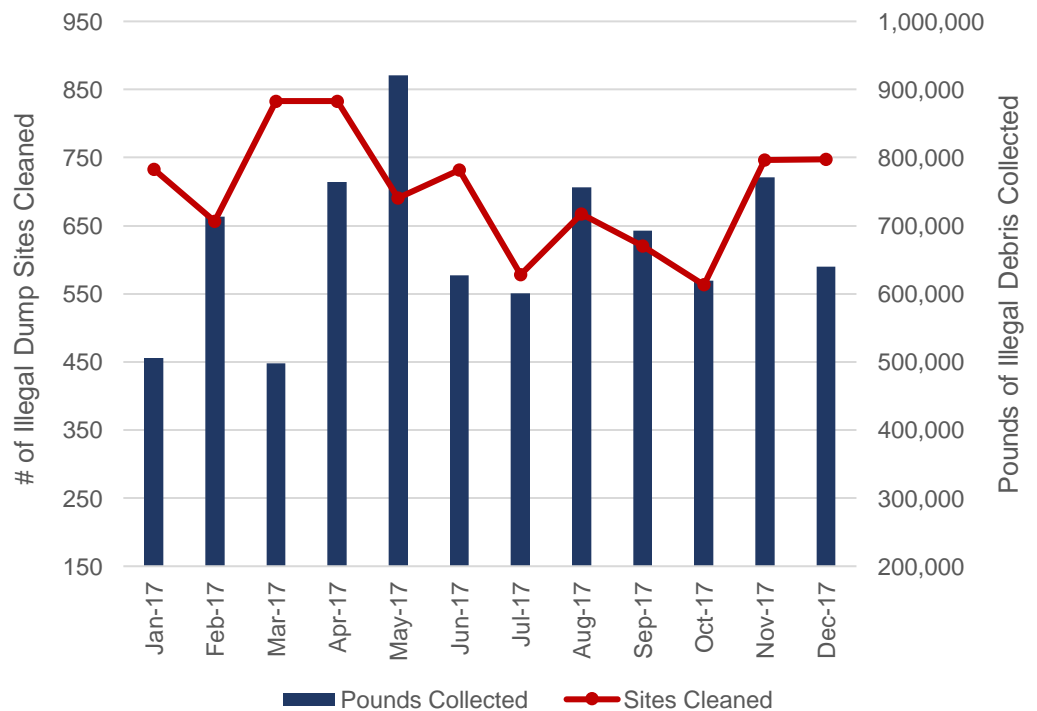
# SOLID WASTE SERVICES

## RECYCLE CART AUDIT RESULTS



## ILLEGAL DUMP CLEANUP

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.

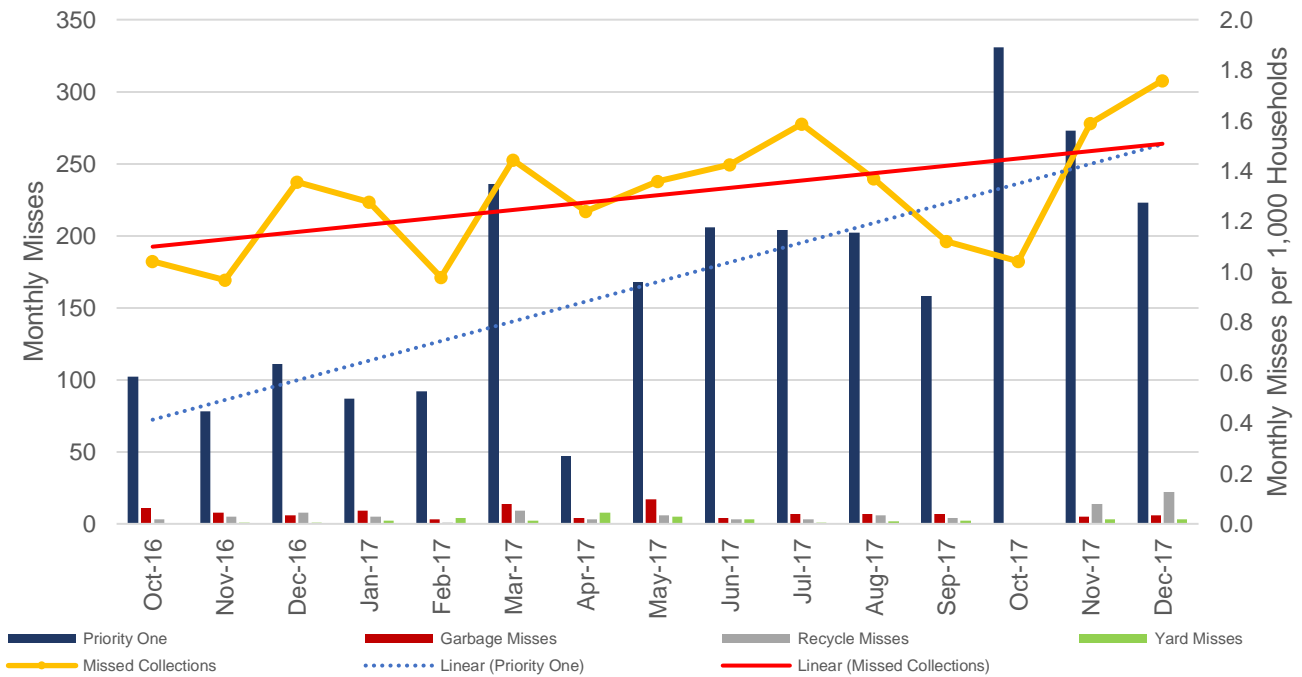




# SOLID WASTE SERVICES

## MISSED COLLECTIONS PER THOUSAND HOUSEHOLDS BY MONTH BY FISCAL YEAR

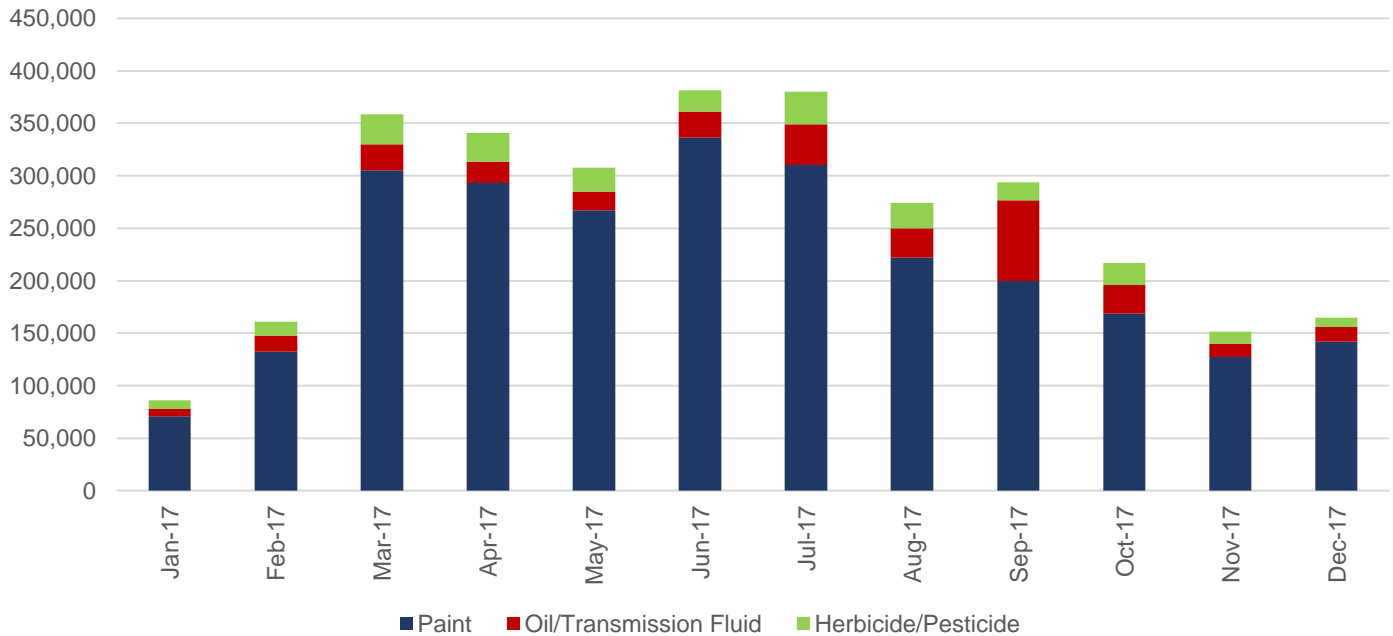
Missed collections reported by residents point out areas that may have repeat incidents and are tracked to provide awareness of contractor performance.



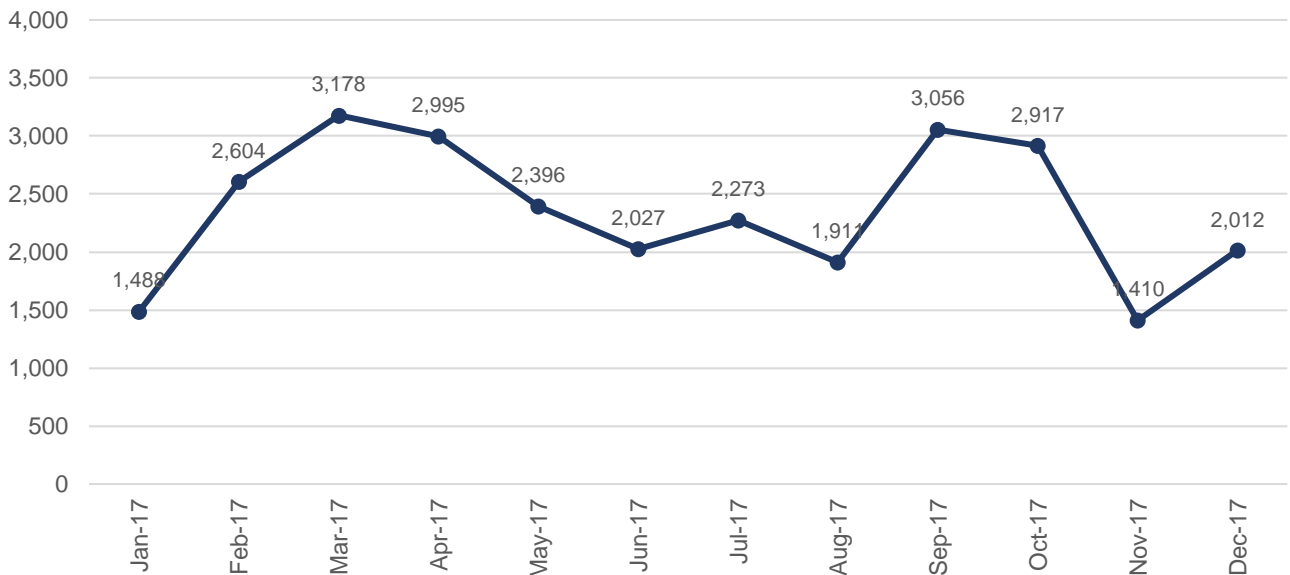
# SOLID WASTE SERVICES

## ENVIRONMENTAL COLLECTION CENTER

In December 2017, the ECC disposed of 141,970 pounds of paint, 13,856 pounds of oil and transmission fluid and 9,028 pounds of herbicide and pesticide.



## HOUSEHOLDS SERVED BY ECC





## Resources

### DATA QUALITY AND CONTROL

Val Familo

817-392-5160

[Valerie.Familo@FortWorthTexas.gov](mailto:Valerie.Familo@FortWorthTexas.gov)

### SOLID WASTE INFORMATION

[FortWorthTexas.gov/solidwaste/](http://FortWorthTexas.gov/solidwaste/)

### FOR SOLID WASTE QUESTIONS

817-392-1234

### SOLID WASTE APP

In the App Store or Google Play store under “Fort Worth Garbage & Recycling”

### COMPREHENSIVE SOLID WASTE MANAGEMENT PLAN

[FortWorthTexas.gov/swplan/](http://FortWorthTexas.gov/swplan/)

### KEEP FORT WORTH BEAUTIFUL

[FortWorthTexas.gov/kfwb/](http://FortWorthTexas.gov/kfwb/)

### ONE ADDRESS

From trash day to permits to crime around your home, find it by entering your address at

[OneAddress.FortWorthTexas.gov](http://OneAddress.FortWorthTexas.gov)

### ENVIRONMENTAL COLLECTION CENTER

[FortWorthTexas.gov/env/ecc/](http://FortWorthTexas.gov/env/ecc/)



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.