



**SOLID WASTE
MANAGEMENT**

RespectSA



**ANNUAL
REPORT**

2022

Letter from the Director



David McDaniel, a 38-year employee retired. I want to thank him for all his contributions to Solid Waste. We all wish him well.

Raising the Bar

In an effort to make the City of San Antonio an employer of choice, the City Manager authorized mid-year salary increases for several of the Department's positions. Additionally, the City Council authorized some federal funds to be paid to City employees for working through the COVID epidemic. With improved salaries and other incentives to promote filling of positions, the Department's vacancies were greatly reduced in FY2022.

Improving Services

Due to San Antonio's growth, we rebalanced our routes that had become too large for drivers to finish on time. Approximately eighty percent of our customers' garbage, recycling and organics collection days were changed and Saturday collections were eliminated. Residents will benefit from a more consistent and timely service. Equally important, no new trucks were required to accomplish this.

Engaging Customers

We hosted four open house events, one at each of our Service Centers, for all of our customers. Customers met their collection teams, learned about all the SWMD services, asked questions, made suggestions, and were able to experience our trucks and other equipment up close – which the kids loved. The events were very well-attended and will most likely become annual events.

Increasing Capabilities

As we looked ahead and considered improvements, we put an item in our budget proposal to City Council to bring an additional crew to our illegal dumping cleanup program. Five new staff members will enable us to clean up more garbage in a faster and more responsive manner. The makeup of this crew will be slightly different than the prior year so as to compliment what we already have and be better.

A Look Back. A Look Ahead.

The Fiscal Year 2022 brought a welcomed feeling of familiarity, and perhaps normality. While it seemed like life could change on a dime, in retrospect our Department and the City gained momentum in several areas. Compared to FY 2021, our COVID numbers were very low. Our collaborative energy in the workplace that had been missing since the onset of the pandemic seemed to return and flourish.

The economy has remained strong. However, inflation primarily driven by Russia's invasion of Ukraine, has led to much higher costs in many sectors. Specifically for our Department, fuel costs increased, disposal costs increased and the cost of trucks and truck maintenance increased. Despite these factors, the Department was proud to announce to City Council there would be no increase to collection fees for our customers in FY 2023.

I would like to congratulate Andrew Gutierrez who was promoted to Assistant Director and also Gilbert Ramirez who became the Assistant to the Director this year.

Advancing Technology

Our Fleet division arranged for a demo of two electric garbage trucks over the summer. The Department already has diesel-electric hybrids operating in the downtown area. The electric trucks performed relatively well on a regular collection route. Realistically, adding these to the fleet would be several years away, but the experience was very exciting.

Partnering with Sustainability

Our commercial recycling program, ReWorksSA joined together with the Office of Sustainability (OS) in 2021 to make that program more robust by adding sustainability attributes to the program's guidelines. In this school year, our Eco Scholars program will also join OS to award \$1 million in grants for schools that develop sustainability programs and projects.

Besting the Competition

Solid Waste drivers and mechanics competed in the international Road-E-O event sponsored by the Solid Waste Association of North America. Our team had already placed at the state level to advance to this next level. The International Road-E-O event was held in El Paso. We had four drivers and two mechanics place first and second in the various categories. Simply stated, our people are the best in the nation at what they do.

Preparing for Change

In 2024, we will transition into a new contract and new partner for recycling processing. The company's name is Balcones Resources. The permitting and construction of this new facility is underway in southwest San Antonio. The facility is destined to be one of the most innovative facilities in the country with state-of-the-art features to separate and clean glass, plastics and other recyclables. A viewing area where residents can come and actually watch the recycling process and take tours will also be a part of this facility with the intent that our City can come and see where their material is taken and recycled.

Prioritizing Safety

Our safety team is continuously looking for ways to improve our most important performance measure. We will be installing a telematic app that uses AI on our trucks which will provide a variety of safety alerts to the drivers. It will also enable us to tell customers where their collection truck is on the route in real time.

Making Gains

In 2022, a survey was conducted to measure citizens' satisfaction levels of City services. This had not been done since 2018. I am pleased to say that Solid Waste improved by 13 percentage points and that 90% of the responses were 'satisfied' and 'very satisfied' scores. By comparison, our Department had the highest satisfaction ranking over Austin, Dallas, Fort Worth and El Paso. Our largest improvement scores were for the green cart organics collection service (+3%) followed by an increase to the curbside brush and bulky score over 2018 (+2%).

Looking For Opportunities

The Department actively pursues programs and initiatives that can improve the diversion rate which, simply stated is how much more material we can avoid sending to the landfill. In the fall, we conducted a waste study to determine what a cross-section of customers are actually putting in the brown trash cart. Exact metrics will be available in January 2023, but a high-level summary is that a tremendous amount of material placed in the brown cart was actually compostable food waste that could have gone into the green organics cart and not to the landfill. We will use these findings to drive more customer education campaigns about composting.

In Conclusion

Since I have been with the Department, every year seems more exciting than the last. I want to thank our dedicated employees for their commitment to our customers, to each other, to keeping San Antonio clean, safe and beautiful. That is what it means to *Respect SA*.



David Newman, Director

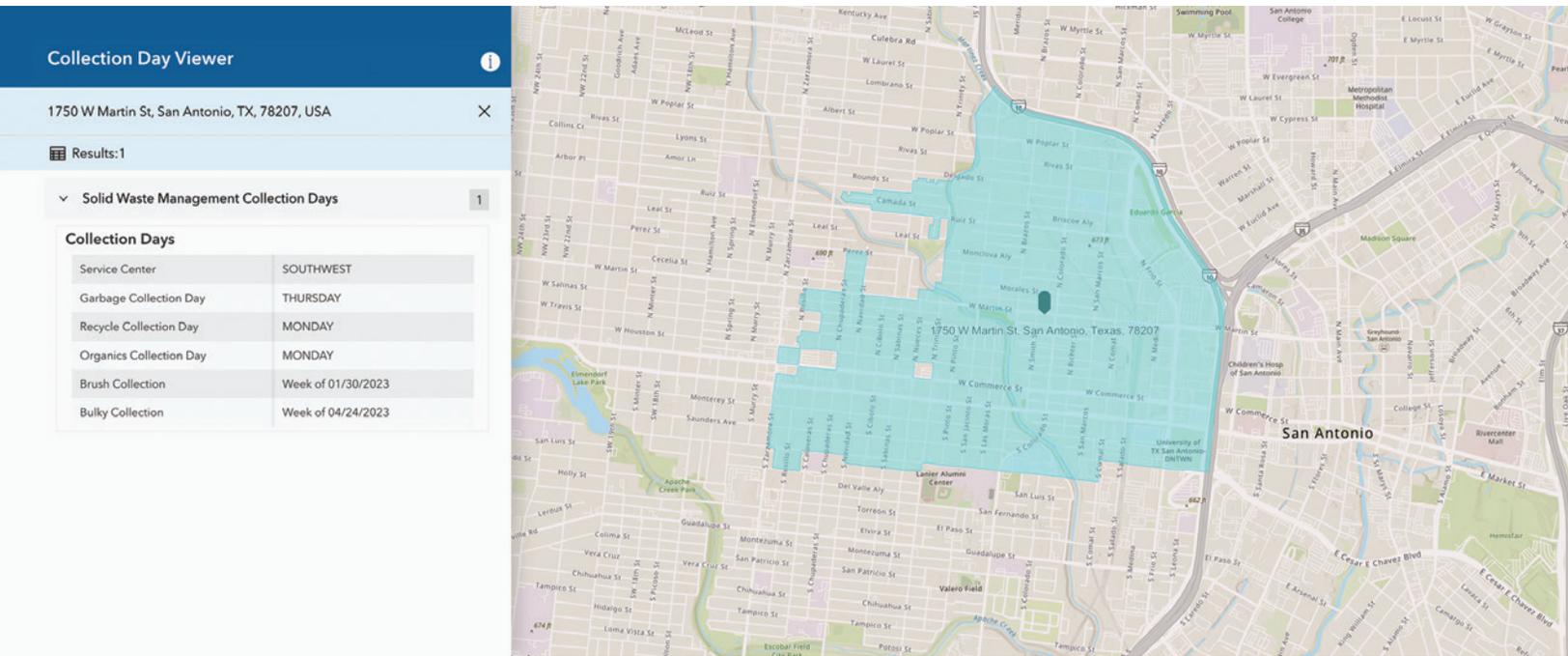
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Our Mission:

Solid Waste Management provides reliable collection and sustainability services to our community, safely and professionally, while protecting San Antonio's environment, resources and the health of its citizens through dedicated and caring teamwork.

Curbside Collection Routes Rebalanced



Starting in early November of 2022, around 80 percent of the 370,000 Solid Waste Management Department's residential customers' trash, recycling and organics curbside collection days were changed. San Antonio's growth and customers producing more waste were the driving factors behind this initiative of route 'rebalancing.'

There were no changes to any of the SWMD's services or fees, only a change to collection days. The routes had become too large. Drivers were unable to finish on time which drove up overtime expenses. In addition to time, fuel consumption was increasing. During the course of completing a route, a truck ideally would make only two trips to the landfill but that number had grown to three trips for the majority of the routes.

The Department had been studying the problem for over a year and created several models. In the end, over 800 routes were reorganized. The rebalanced routes were shorter, allowing employees to finish on time and also getting trucks back to the maintenance shop in time for them to be serviced. Saturday collections were eliminated altogether. The initiative had another important goal of delivering more consistent and better service for SWMD customers.

The Department added 15 new drivers to support this change and it is expected to save the City \$2.5 million in capital expense by eliminating the need to purchase additional trucks, which cost over \$400,000 each.

A robust marketing and communications plan was deployed to notify customers well in advance of the start date. Direct mail, radio and television commercials, and digital marketing were all incorporated.

Initially, there was a spike in customer calls about missed collections. Many were not 'missed' rather the customers had not realized the change. In around week two, these calls dropped significantly. The Department had not changed collections in over ten years and does not anticipate any new route rebalancing for many years to come.

The graphic above shows how to find your collection day at sarecycles.org.

Customers Get an Inside Look



In the fall of 2022, the Department invited residents to attend open houses held at each of the four service centers. These events provided the first time that customers were invited into the facilities.

The main goal of the events was to inform customers about the route rebalancing efforts which would begin in November of 2022.

Aside from Department staff offering information on the new collection days, customers could gain a wealth of information on various departmental services, such as the community cleanup program, outreach programs and employment opportunities within the Department, as well as the chance to view the vehicles up close.

Free kitchen bins were offered to all attendees and demonstrations were given on how to effectively use them for kitchen scraps to make compost. Teenagers and adults were also treated to a demonstration on the Department's driving simulator. After a brief overview, they were able to try their hand at using it. They quickly discovered the challenges SWMD drivers face in their day-to-day operations.

The true highlight of the event was the display of the

collection vehicles. Drivers showed excited children and parents the inside of the trucks, how they work and the tools they use to maneuver the arm that picks up the carts. Customers were invited to take pictures and speak one on one with the drivers. This first-hand knowledge was beneficial to customers to better understand the collection process.

Many compliments were received at the conclusion of the event on the Department's social media pages as well as via word of mouth. Booths at the event had different giveaway items that appealed to both children and adults. Many parents expressed their children's excitement over being able to see the Solid Waste vehicles up close. On Facebook customer, Richard Rico said:



Richard Rico

Thank you all for spending a Saturday to inform us of everything you provide. My 3 yr old son had a blast and literally had to carry him to the car picking he didn't want to leave. Lol. Thanks for the bag of gifts and information.

Like Reply



Due to the overwhelming success of these events, the Department hopes to host more open houses in the coming years.

A Special Crew for Illegal Dumping



In the FY 2023 budget, \$846,000 was allocated so the Department could add an additional crew of five dedicated staff to address the city-wide problem of illegal dumping. The additional ‘hot shot’ team will devote their entire day to illegal dumping cleanup.

The need is great and City Council was unanimously supportive of this improvement. There were more than 9,500 cleanup stops in 2022 leading to more than 2,400 tons of trash. In 2022, city crews cleaned up the trash at more than 250 homeless encampments and collected litter spanning 150 miles.

Adding off-road equipment was also part of this improvement. The crews handle waste on the side of the road, in drainage ditches, under bridges, and in deeply wooded areas. Existing SWMD trucks and vehicles cannot get to many of these places. The Department has learned over the years that illegal dumping attracts more illegal dumping. The sooner these areas are cleaned the volume of new material can be reduced. The crews have it down to a science. Some rake up discarded items while others focus on getting large waste into the truck.

The Department will launch a robust campaign on the issue, partly to remind residents there are numerous free

and legal ways to dispose of litter and bulky items.

The Department operates four bulky waste drop off centers in each quadrant of San Antonio. These locations accept furniture and mattresses, appliances, tires and many other large items. The Department sponsors free landfill day once a quarter and twice per year provides curbside collection of bulky items. Illegal dumping can be reported to 3-1-1 and the SWMD will deploy a team to provide cleanup service.

Pictured above is Mayor Nirenberg assisting with a cleanup effort. He was quoted as saying, “Yeah, I don’t think I’m ready to take one of these guys’ spots. It takes a lot more training than just that, but it does give you a sense of just the breadth that a crew like this has to do.”



The Department scheduled demos of two different electric garbage trucks in 2022. The first was a Mack LRE chassis with a Heil body. It started off at a VIA Transit Center where the required 480-volt plug was located. Beginning at an 8% charge, the truck took 14 hours to fully charge. The truck picked up roughly 240 carts, made two trips to the landfill and dumped about two tons of material.

After leaving the landfill the truck was at a 58% charge but it experienced issues with the battery cutting off or disconnecting after hitting a large bump at the scale at the landfill. Overall, the truck ran smoothly with no lack of power and caught a lot of attention everywhere people spotted it.

The second truck was a rear load unit with EV chassis from the same manufacturer Mack. After changing a breaker at the Southeast Service Center, the team was able to plug the charger into the outlet which was the first time the Department was able to test its own ability to charge an electric truck.

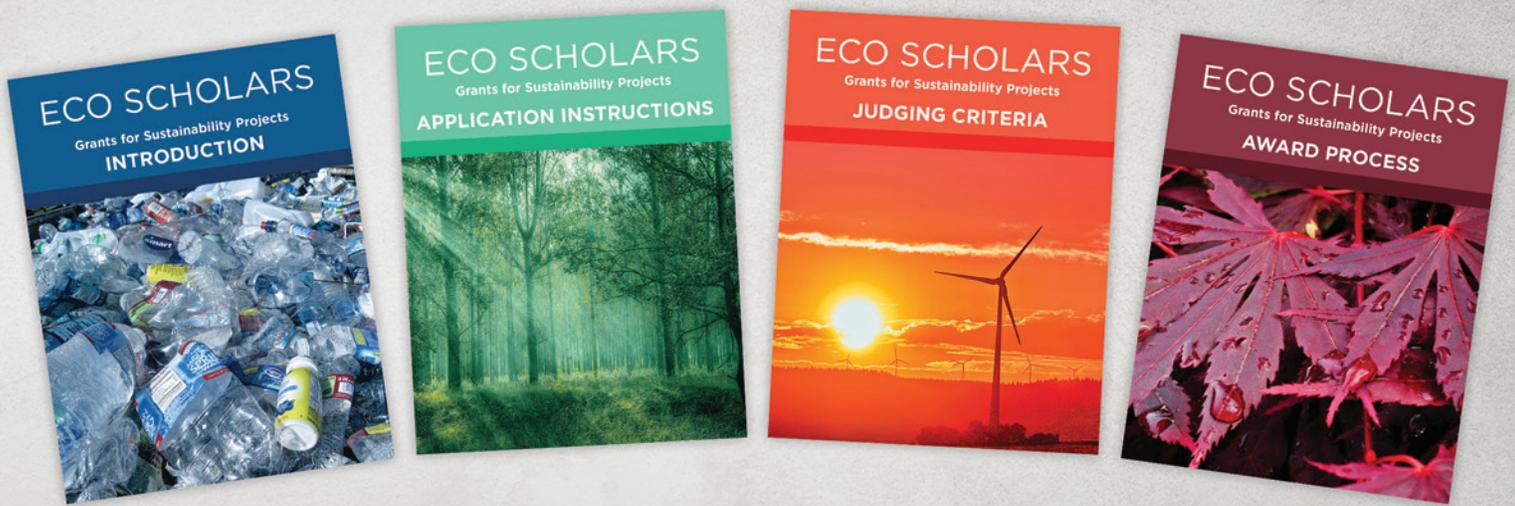
There are additional benefits of electric trucks beyond fuel and emissions reductions. They generate less heat in the cab due to no engine being present. This means

less preventative maintenance including no oil changes, no engine air filter replacements and no transmission failures or maintenance.

Although they are more expensive than the Department's current trucks, there are grants that might alleviate some of the extra expense. The Department would also need to invest in a charging infrastructure to avoid using portable chargers which take longer to charge the battery.

According to David Badillo, the Solid Waste Heavy Equipment Administrator, the Department anticipates purchasing its first one within the next three years. The Fleet mechanics will go through extensive training which is offered by manufacturers. The Department currently has electric-diesel hybrid trucks that collect the downtown litter baskets.

Sustainability Grants for Local Schools



As a collaboration with the Office of Sustainability, the two Departments will work together to distribute \$1 million in Resiliency, Energy, Efficiency and Sustainability Grant Funds to local schools with the purposes of: i.) expanding the Climate Action and Adaption Plan's (CAAP) reach; ii.) educating the next generation of school age children on the CAAP, and empowering them to directly contribute to some of its mitigation goals; and, iii.) creating community awareness of the CAAP, the grant program and the engagement of local schools.

There will be an application process for schools to be considered for a grant. Schools must create and complete a project, program, or educational activity that is directly focused on improving San Antonio's climate initiatives as outlined in the CAAP. The CAAP's mitigation goals are to:

Increase Carbon-Free Energy - Projects and programs that support the transition from fossil fuel energy sources to a less carbon-intensive portfolio.

Reduce Building Energy Consumption - Projects and programs that reduce the energy consumption of their buildings and will reduce the need for energy generated by high-carbon sources.

Reduce Transportation Energy Consumption - Projects and programs that reduce GHG emissions from the transportation system, including promotion of cleaner vehicles and reducing vehicle miles traveled.

Advance the Circular Economy - Projects and programs that reduce consumption, minimize waste, and encourage material reuse.

Promote Biodiversity and Healthy Ecosystems - Projects and programs that protect and preserve existing natural ecosystems and promote the development of solutions to mimic natural response.

Educate and Empower - Projects that educate the community about climate action and adaptation.

The grant funding will have a three-tier structure. Tier one projects could receive up to \$10,000 based on their scope and projected positive impacts. Tier two projects could receive up to \$5,000 and for Tier three projects, up to \$3,000. All public and private schools may apply and all grade levels are eligible.



In October 2022, a team of six drivers and mechanics from the Department competed in the Solid Waste Association of North America (SWANA) International Road-E-O competition held in El Paso, Texas. Competitors hailed from several states, including Florida, North Carolina, South Carolina, Kentucky, New Mexico, and Oregon, as well as international teams from Mexico.

Drivers Raul Perez (Tractor/Trailer), Gerardo Saucedo (Tractor/Trailer), Gilbert De La Rosa (Rear Load), and Leo Saldana (Roll-off) competed in a variety of events showcasing safe driving using various types of landfill equipment and collection vehicles. In both the driver and mechanic competitions, participants were timed as they performed multiple maneuvers and technical challenges.

In the mechanic's competition, Felix Rodriguez (Mechanic) and Sam Rodrigues (Mechanic) were only two seconds apart as they competed for first and second place. In the end, Felix Rodriguez won first place and Sam Rodrigues took second place.

To compete at a state and then national level, employees must first win the local competition hosted by SWMD. Other SWMD employees who attended the national competition were Raul Perez, who took first place in the

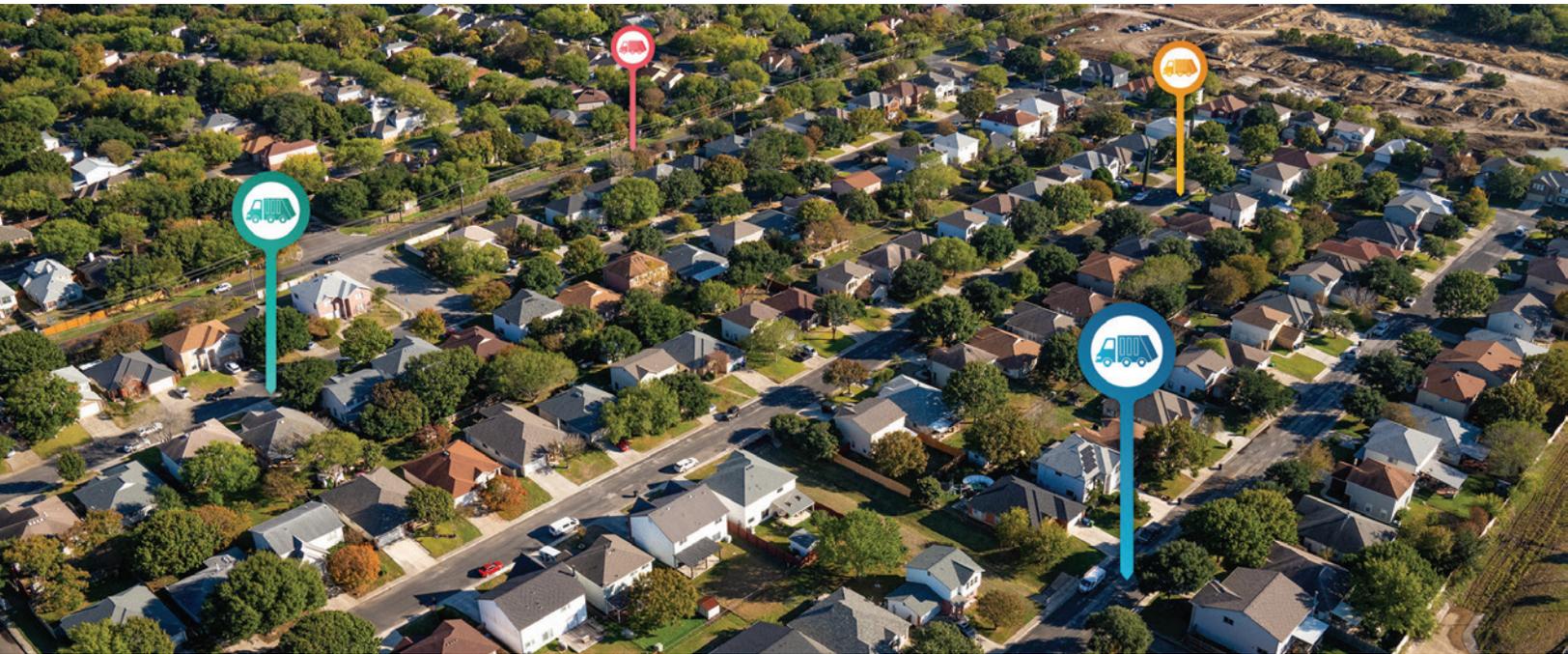
Tractor/Trailer competition, and Gerardo Saucedo, who won second place in the Tractor/Trailer competition.

"I think that if you ask our drivers, they will say that they are drawn by the spirit of competition and by the respect of their peers. As for me, the International ROAD-E-O is like the Olympics, where they come from many states to win and proof that they are the BEST of the BEST!" said Ramon Diaz III, Route Supervisor with SWMD.

In late November, these outstanding employees were invited to City Hall and honored at a City Council meeting by Mayor Ron Nirenberg. Former SWMD Director and current Assistant City Manager David McCary was also on hand to congratulate the winners.

Pictured above, from left to right, are Gilbert De La Rosa, Raul Perez, Gerardo Saucedo, Leo Saldana, Felix Rodriguez, and Samuel Rodrigues. These individuals participated in the national competition after placing first or second in the state Road-E-O in Lubbock. Juan Fuentes, Rosalio Sifuentes, Pete Quinones and Noel Dimas also participated in the state competition.

Continued Improvements to Safety



Safety has always been the highest priority for the Department. In FY 2022, a system that utilizes artificial intelligence was identified to enhance the safety features of the collection trucks.

Samsara is a digital event recorder that utilizes AI to automatically detect distracted or risky driving behavior. For example, if a driver is following too closely, the system will remind them to increase their following distance. The system also has a forward collision warning.

The system follows the pattern of where drivers' eyes are scanning. If it detects time not looking at the road, it scores the driver as distracted and will remind them to keep their eyes on the road. It can detect when a driver is on a cell phone or not wearing a seatbelt. The Samsara product can monitor harsh braking, acceleration, or taking a turn too fast. It records speeding and also if a driver misses a stop light or stop sign.

All of these features that capture safety events are highly valuable to the Department's supervisors. Supervisors can coach and correct at-risk driving behavior before an accident occurs. The simple awareness of the system in a truck brings a renewed focus and alertness by the operators of the equipment.

Another valuable aspect of the Samsara system is that it records video footage and takes snapshots of events. This is very useful during an accident investigation.

There is another tremendous benefit to SWMD customers. The system can track the location of a vehicle in real time. Customers reporting that the Department missed their collection is the most frequent type of call made to 3-1-1. Samsara will be extremely helpful in addressing customer complaints and verifying if the driver actually missed a street or if a cart was actually not out at the time of collection.

This is the third experience with AI in the Department's operations. The City's organics partner, Atlas Organics uses AI to detect non-compostable material as it goes through the conveyor line at the compost facility. A camera has been trained to see non-compostable items such as glass, metal or plastic and a robotic arm will reach over and pluck it out. The Department also has a pilot program with the company Rubicon to detect contamination in the hopper of the trucks collecting the green organics carts.

Supporting Our Community and Schools



Every year, the Department participates in the City's Charitable Campaign through direct donations from some employees, payroll deductions from quite a few more, and a few fund-raising events. One of the most popular employee events is the annual 'Talking Trash' softball tournament, pictured below, left. Because of COVID-19 concerns, the tournament had not been played in the past three years, but the teams were excited to play this year.

Eight teams competed in the one-day tournament at Rusty Lyons park. Through entry fees and other donations, the event raised over \$800 which brought the Department's grand total to over \$45,300 for the agencies of United Way. The SWMD executive team also donated a 'green yard' package which featured an electric leaf blower among other items to be used in the employee incentive raffles.



Employees also participated in SAPD's Blue Santa toy drive program, pictured below, right. An estimated 500 toys filled nine SWMD blue carts that were collected on December 19, 2022. Each Service Center had donation carts as well as the downtown administrative offices in City Tower.

As shown above, the Department arranged for many local schools to receive truckloads of mulch and compost at no cost for their student gardens. Also, when the Education Coordinators make classroom presentations, the team always brings educational materials and school supplies for the students and often classroom decorations for the teachers. Most of the items are either recyclable or are made from recycled materials.



Milestone Anniversaries

15 Years

FRANCISCO BARRERA
Heavy Equipment Mechanic III

DANIEL BYROM
Solid Waste Sr Equipment Operator

CERISE CANEDO
Time and Attendance Specialist

VICTOR GARCIA
Side Loader Equipment Operator

JASON LOREDO
Heavy Equipment Service Advisor

ANDREW MORIN III
Heavy Equipment Mechanic II

ADRIAN RENDON
Side Loader Equipment Operator

ROSIE VILLASENOR
Administrative Assistant I

20 Years

ALEX A. ARIZOLA
Solid Waste Collection Worker

MARSELINO CASTILLO
Side Loader Equipment Operator

FERNANDO GARCIA
Brush Collection Crew Leader

JAIME HERNANDEZ
Maintenance Crew Leader II

DANIEL LEYVA
Side Loader Equipment Operator

JOSE MARTINEZ
Brush Collection Crew Leader

JORGE E. REYNA
Side Loader Equipment Operator

TERESA RIOJAS
Management Analyst

ANDRES SALDANA
Brush Collection Crew Leader

VANCE M. SHEPPARD
Side Loader Equipment Operator

GONZALO SILVA
Heavy Equipment Mechanic III

MARY LOU TORRES
Side Loader Equipment Operator

JOSEPH TRINIDAD
Automated Collection Services Trainer

25 Years

JOSE CERDA
Brush Collection Crew Leader

RENE OLIVAREZ
Solid Waste Sr Equipment Operator

ANTHONY V. SALAZAR
Solid Waste Manager

GERARDO SANTOYO
(Retired in 2022)

EFRAIN VILLANUEVA
Assistant Solid Waste Manager

JESSE VILLASENOR
Assistant Solid Waste Manager

30 Years

ANTONIO MARTINEZ
Solid Waste Collection Worker

EVODIO MELCHOR
(Retired in 2022)

TRINIDAD TORRES
Side Loader Equipment Operator

SALVADOR YTUARTE
Solid Waste Manager

35 Years

FELIX ESCOBEDO
Brush Collection Crew Leader

38 Years

DAVID MCDANIEL
(Retired in 2022)

Thank You Veterans

ALBERT BARRERA
UNITED STATES AIR FORCE

WALTER BARRETT
UNITED STATES ARMY

RICARDO CANTU
UNITED STATES MARINE CORPS

RAMY CASTILLA
UNITED STATES ARMY

JOSE M. CERDA
US ARMY/ARMY RESERVE

RAMON DIAZ, III
UNITED STATES ARMY RESERVE

AMANDA EHLERS
UNITED STATES NAVY

NICHOLAS GAMEZ
US ARMY/TEXAS ARMY NATIONAL GAURD

VICTOR GARCIA
UNITED STATES MARINE CORPS

GARY GOMEZ
UNITED STATES ARMY RESERVE

JUAN GONZALES
UNITED STATES NAVY

NAOMI GOOD SHIELD
UNITED STATES MARINE CORPS

BRIAN GUERRA
UNITED STATES ARMY

GILBERT GUERRERO
UNITED STATES ARMY

MORRIS HAGGIE
UNITED STATES NAVY

VERNON HARRIS
UNITED STATES ARMY

CLIFFORD HUGHES
UNITED STATES AIR FORCE

ALFRED JIMENEZ
UNITED STATES ARMY

RICKY KESTLER
UNITED STATES ARMY

CHRIS KITTLER
UNITED STATES NAVY

STEVEN LEMMEN
UNITED STATES ARMY

ERNEST A. LOPEZ
US ARMY/AIR FORCE RESERVE

RICHARD MALDONADO
US ARMY/ARMY RESERVE

ANTONIO MARTINEZ
UNITED STATES ARMY

JOSE L. MARTINEZ
UNITED STATES ARMY

RAMIRO MARTINEZ
UNITED STATES ARMY

DAVID MCDANIEL
TEXAS ARMY NATIONAL GUARD

SAM MUOZ
UNITED STATES AIR FORCE

DAVID OLAGUE
TEXAS NATIONAL GUARD

YSIDORO OLIVO, JR.
UNITED STATES ARMY

DOUG OVERTON
UNITED STATES ARMY RESERVE

MATTHEW PALACIOS
UNITED STATES ARMY

MARIO PALOMO
UNITED STATES ARMY

MICHAEL PARKER
UNITED STATES ARMY

PAUL A. PENNA
US ARMY/ARMY RESERVE

JOSE PEREZ
UNITED STATES ARMY

RUBEN PEREZ
UNITED STATES NAVY

SAMANTHA PRENTICE
UNITED STATES ARMY

VALERIANO REYNA
UNITED STATES ARMY

RICARDO M. ROBLES
UNITED STATES ARMY

JESUS RODRIGUEZ
UNITED STATES MARINE CORPS

PAUL RODRIGUEZ
UNITED STATES MARINE CORPS

LUIS RUIZ
UNITED STATES MARINE CORPS

WILLIAM RUSSELL
UNITED STATES AIR FORCE

JUAN SALINAS
UNITED STATES ARMY

MICHAEL SANCHEZ
UNITED STATES AIR FORCE

ANTHONY SANTA CRUZ
UNITED STATES ARMY

SERGIO SCATURCHIO
UNITED STATES MARINE CORPS

MICHAEL SCOTT
UNITED STATES ARMY

AGAPITO SHEARER
UNITED STATES NAVY

OTTO SONNEN
UNITED STATES ARMY

JONATHAN THORNTON
UNITED STATES MARINE CORPS

GLENN TOBIN
UNITED STATES ARMY/AIR FORCE

TOMAS TORRES
UNITED STATES NAVY

JOE URIEGAS
UNITED STATES AIR FORCE

ALEJANDRO VILLALON
UNITED STATES ARMY

PAUL D. VILLAREAL
UNITED STATES ARMY

DANNY VIRAY
UNITED STATES AIR FORCE RESERVE

ROSS WEBB
UNITED STATES MARINE CORPS

Department Profile



The Solid Waste Management Department (the ‘SWMD’ or the ‘Department’) serves approximately 368,500 single-family San Antonio households, employed 784 individuals in FY 2022 which will rise to 805 in FY 2023, and manages two major funds. The Solid Waste Operating and Maintenance Fund which was \$133.4 million in FY 2022, is self-funded by the Department’s monthly collections fees and does not receive any funding from taxes. The Fleet Services Fund which was \$22.9 million in FY 2022 is an internal services fund.

Weekly Curbside Collection

The SWMD is responsible for the collection of municipal solid waste generated by its customers. Residential garbage (brown cart), recyclables (blue cart), and organics (green cart) are collected weekly by the men and women of the Department’s four service centers. Alfonso Castillo is the Manager at the Northeast Service Center, Ricardo Masters is the Manager at the Northwest Service Center, Martin Perez is the Manager at the Southwest Service Center and Anthony Salazar is the Manager at Southeast Service Center.

Brush and Bulky Items Collection

Curbside collection for brush and bulky items is provided

two times per year for each. Customers are notified of their collection weeks by a door hanger placed at their address. Special out-of-cycle collections may be requested for a fee. The Manager over this program is Eddie Esquivel.

Special Collections

Customers may request an out-of-cycle collection for their carts for a fee. The SWMD will also collect bags of leaves by request at no charge for three collections per year. A collection assistance service for customers with physical challenges can be provided also by request. Downtown litter baskets are also collected. Dead animals reported to 3-1-1 are also collected by the Department.

Community Cleanup

The Department has a program called Dial-A-Trailer to support neighborhood disposal events. Customers can request a truck on Saturdays and have it park at a central location such as a community center. The program can be used for both brush and bulky item disposal. There is no fee for this service. The Department also provides cleanup for illegal dumping sites around San Antonio. SWMD crews also collect materials created by severe weather storms and high winds.

Bulky Item Drop Off and HHW

The Department operates four bulky item drop-off centers. These are free to anyone who pays the Environmental Fee on their CPS Energy bill. A copy of the latest bill and a photo ID are required. Dangerous materials such as paint, chemicals, oil, and batteries should only be taken to the household hazardous waste (HHW) locations. Also, as part of environmental stewardship, the SWMD maintains closed landfills. The Manager for these programs as well as the SWMD cart inspector program is Salvador Ytuarte.

Brush Drop Off Centers

There are two locations that accept large amounts of brush such as tree limbs. One site is operated by Atlas Organics. The material is ground into mulch and is available back to the community. Coarse ground mulch is offered at no charge and there is a small fee for fine ground mulch. There is a fee based on the weight of the load. At the holidays, customers can bring their live Christmas Trees for recycling and then take the resulting mulch at no charge.

Fiscal

The Fiscal division manages both the Solid Waste and Fleet budgets. Cart and environmental fees, private hauler permits, and the collection and sale of recyclable materials fund the Solid Waste budget which receives no tax dollars. The Fleet Fund accounts for the repair of heavy-duty equipment. Fiscal also tracks key metrics such as the diversion rate, landfill tons per customer and missed collections.

The Apprentice Program

The Department has a robust recruiting and retention program managed by Walter Barrett. Drivers and heavy equipment mechanics are always in high demand. Unique to Solid Waste, through the apprentice program, candidates receive on the job paid training to earn their CDL license and then are eligible to join the Department as a full-time employee. Mr. Barrett also manages the Department's safety program.

Recycling Education, Outreach and Events

Presentations on recycling, organics and environmental science are made almost daily in schools and for community organizations. Presentations are tailored for all ages and can be made in English or Spanish. For commercial recycling, the ReWorksSA program can help local businesses start or improve recycling and sustainability programs. Recycling is also provided for major city-wide events including Fiesta. Marketing Manager Marcus Lee heads these programs as well as Customer Service.

Customer Account Management

San Antonio's continued rapid growth creates thousands of new SWMD customers each year. Moreover, existing customers change addresses daily. Both of these situations create a dedicated focus on customer account management to keep up with the volume of changing data. Timothy Pittman is the Manager of this division.

Fleet Services

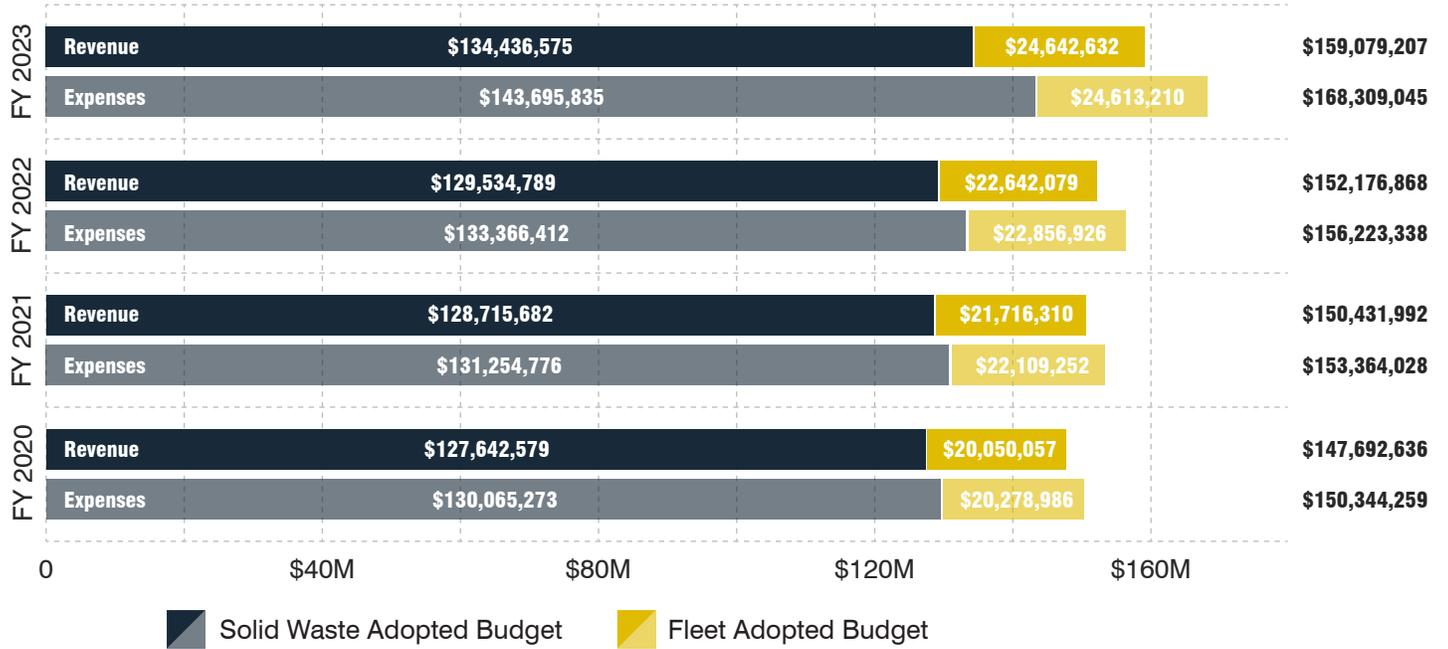
The Department is responsible for the maintenance and repair of approximately 2,100 heavy equipment vehicles for various City Departments. In this role, the Department ensures that vehicles are kept operational and ready for use throughout the City by using an integrated and programmatic service delivery approach. David Badillo is the Solid Waste Heavy Equipment Administrator over this large and critical division.

Warehouse Operations

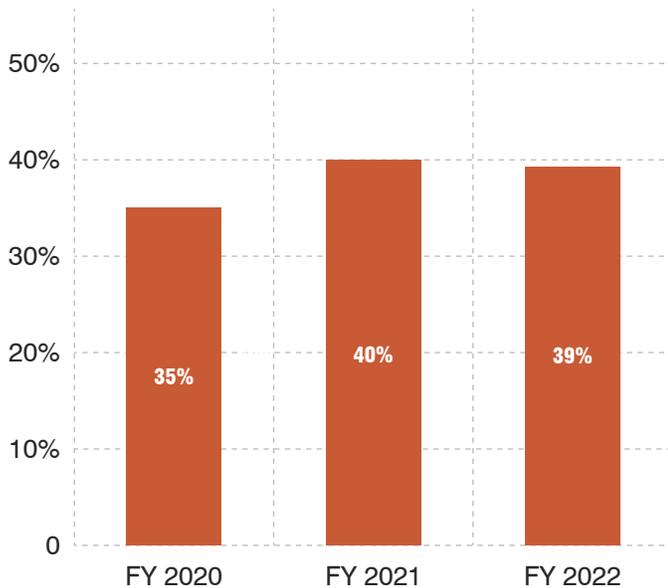
The warehouse team addressed 59,000 customer requests in FY 2022, which included a combination of cart repairs, exchanges, deliveries, and removals. It maintained a 98% on-time completion rate. The Warehouse also fulfills the Department's cart downsizing program when customers request a smaller size brown trash cart in exchange for a smaller monthly collection fee. Jose Barrera is the Warehouse Operations Manager.

Department Performance Measures

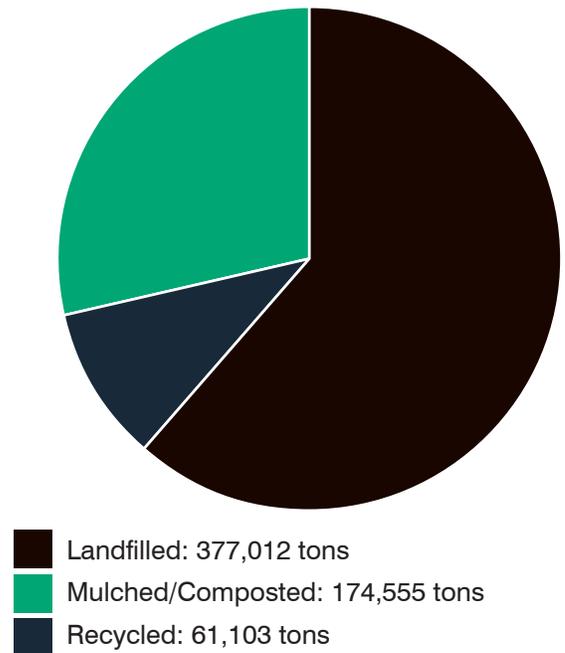
Solid Waste & Fleet Budgets



Diversion Rate



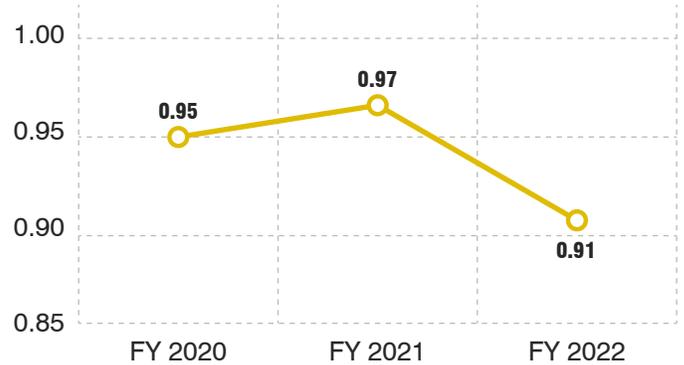
FY 2022 Tonnage Collected



Missed Collection Rate



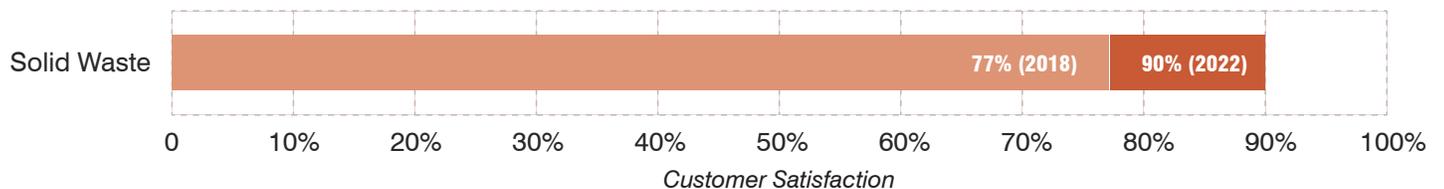
Brown Cart Tons per Household



Landfill Disposal Rates per Ton



Community Survey



2023 SWMD Hot Rod Calendar



RespectSA



The Department supports some of San Antonio's largest events, concerts, parades and festivals by providing litter cleanup and recycling opportunities for the crowds.



Executive Leadership



David Newman
Director



Josephine Valencia
Deputy Director



Nicholas Galus
Assistant Director



Andrew Gutierrez
Assistant Director



Lynn Cox
Executive Assistant



Rafael Lozano
Fiscal Administrator



Gilbert Ramirez
Assistant to the Director

