

ENVIRONMENTAL SERVICES

Ellen A. Smyth, P.E., MPA





VISION BLOCK: SAFE & BEAUTIFUL NEIGHBORHOODS

GOAL 2:

Set the standard for a safe and secure city

2.8 Implement effective code enforcement strategies to reduce nuisances, enhance visual appearance and improve overall health and safety

GOAL 8:

Nurture and Promote a Healthy, Sustainable Community

8.5 Improve air quality throughout El Paso

8.6 Provide long-term, cost effective, sustainable regional solid waste solutions

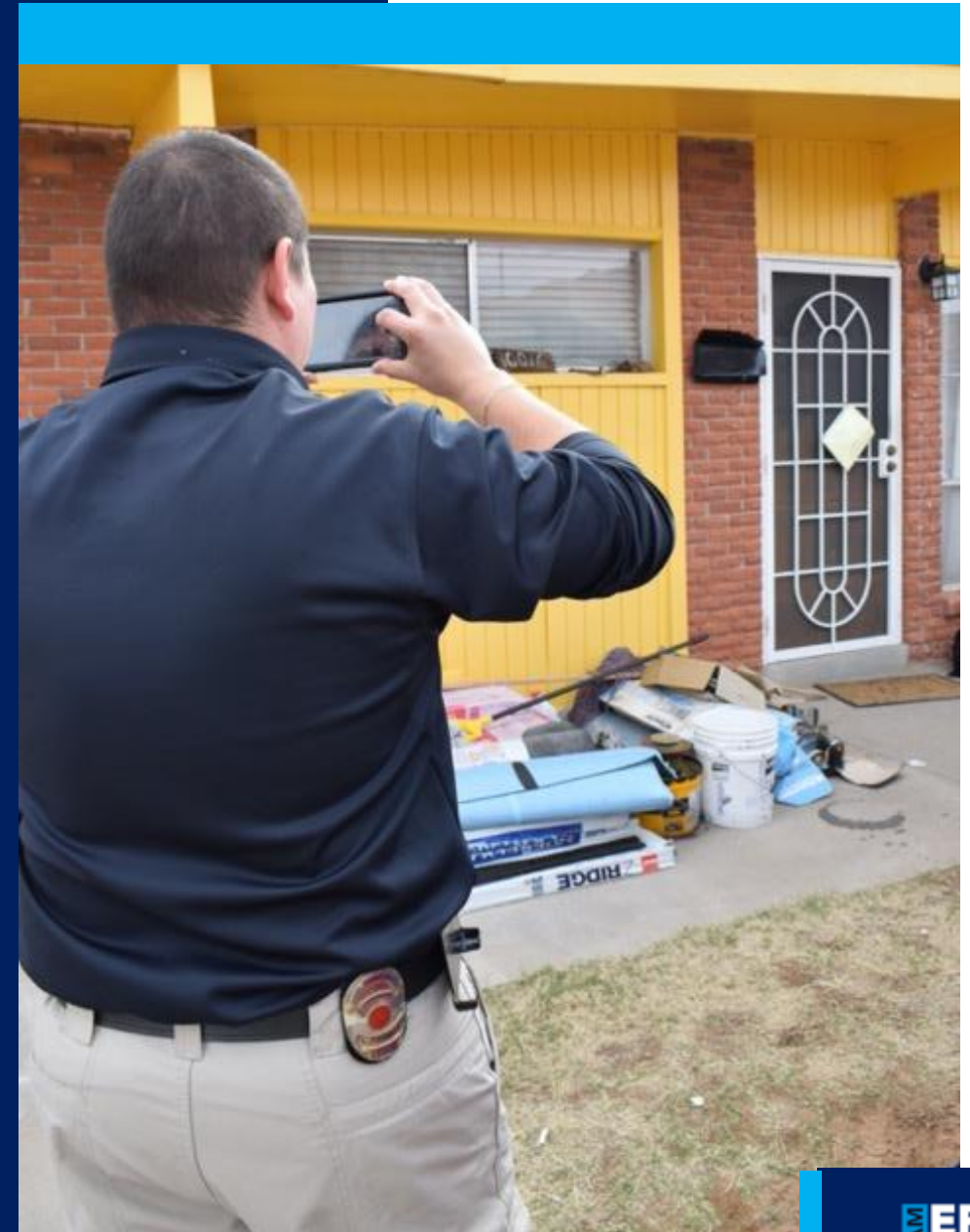
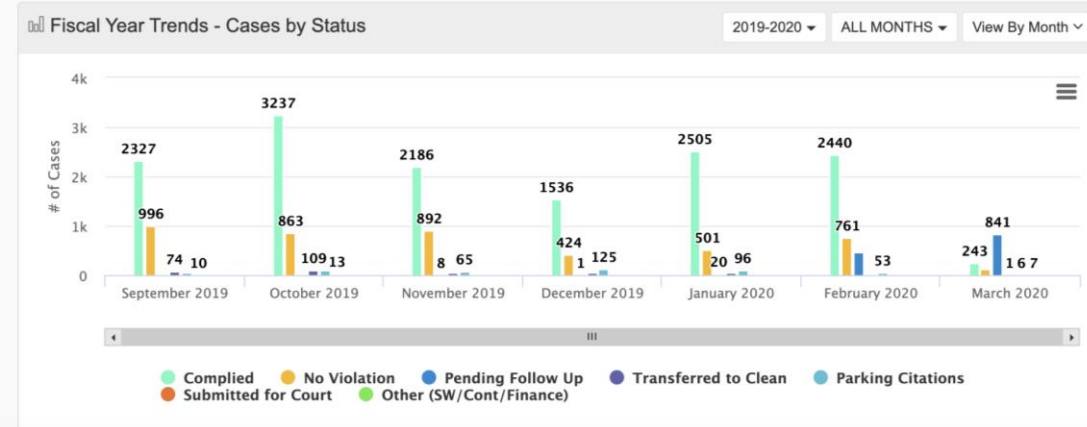
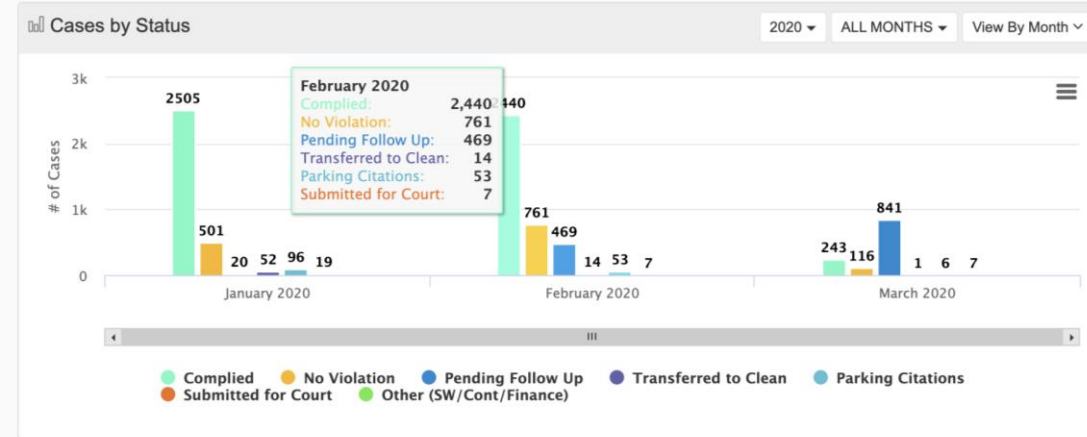
8.7 Ensure community compliance with environmental regulatory requirement



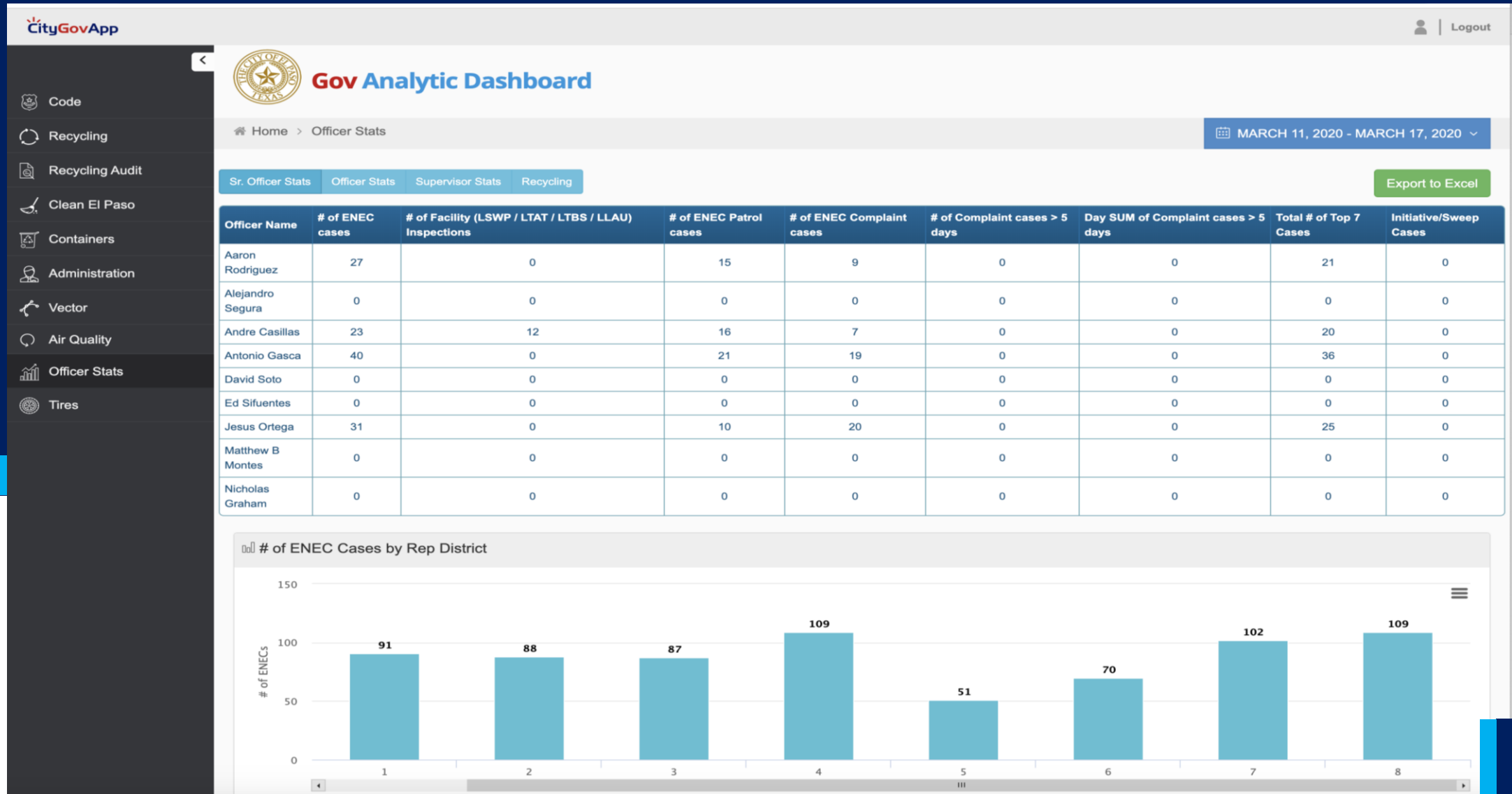
PROCESS IMPROVEMENTS

Code
Enforcement

Complaint to Inspection time reduced from **+ 20 days** to **< 3 days** with digital transformation of paper process



Digital dashboard to categorize customers concerns and trends



Code Consolidation – Transition of Building Inspectors from Planning and Inspections Department to ESD





PROCESS IMPROVEMENTS Solid Waste



Landfill Waterline installation – 2018

- FY19 - **\$37,617** actual savings
- FY20 - **\$49,534** projected savings
- Network Fiber upgrade to Landfill reduced outages by **95%**

Alternate Daily Cover Implementation - 2016

Increased waste
compaction at
Landfill resulting in
180,000 cubic
yards of airspace
savings equated to
\$3 Million





GPS Compaction control system installed in landfill compactor





SNAP Sampler

- **1st** Landfill in Texas to be approved
- **53%** Reduction in process steps
- **85%** increase in efficiency hours

Opening of
Confederate
Citizen
Collection
Station in 2018
**yearly
average 90k
visitors**





Property clean up process reduced from + 90 days to <20

Installation of new software on Collection Trucks

- **11,000** unpaid extra containers removed from routes
- **\$600k** cost of bins
- Reduction of route size by **10%**
- **\$250k** cost avoidance yearly in service



Electronic Writ of Entry

Cross functional team with Municipal Court and DoITS



Adobe Sign



WRITS TO BE SIGNED
between City of El Paso
and Judge Horkowitz is
Signed and Filed!

To: Carl Horkowitz and Corina Guerra

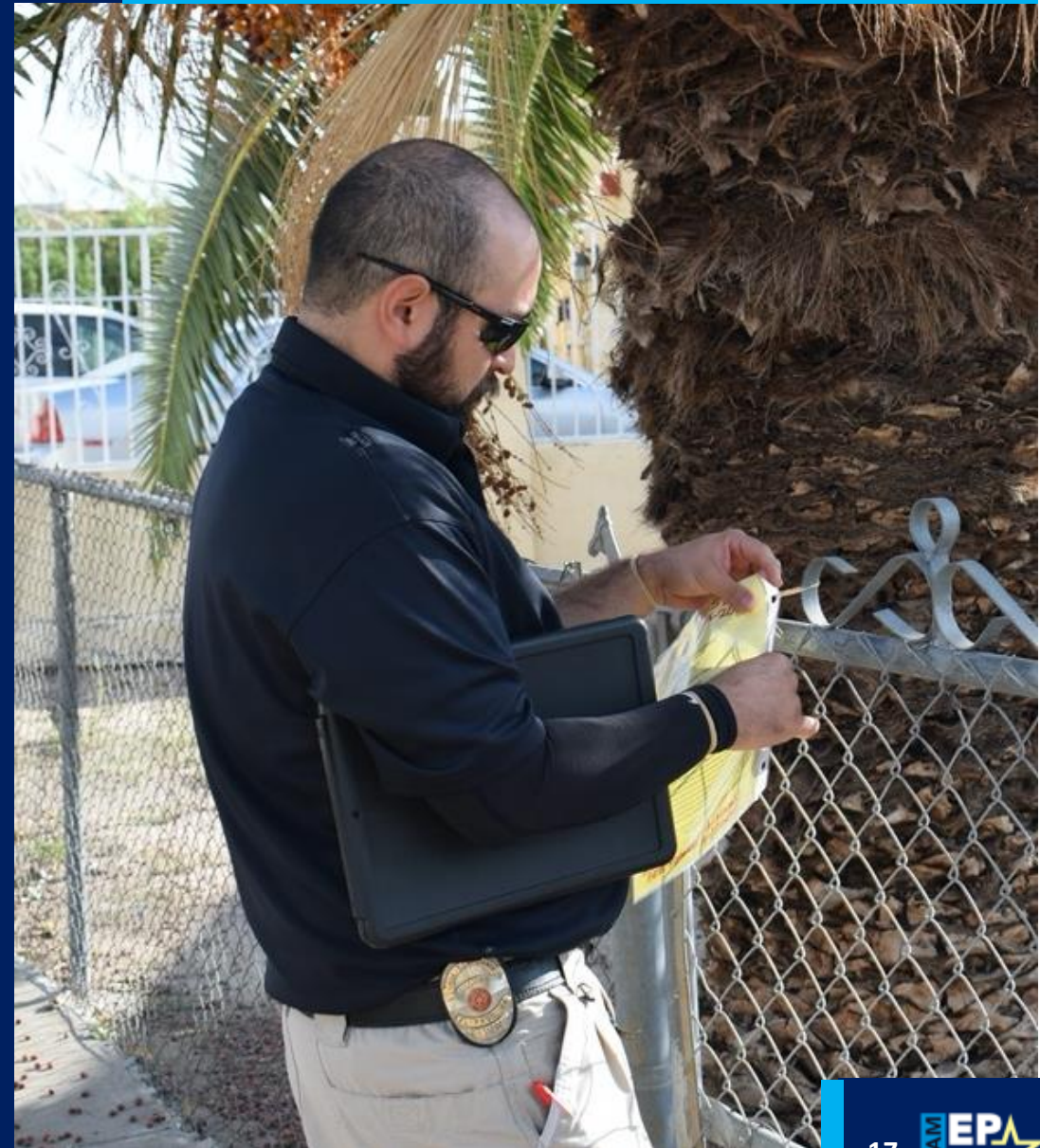
Attached is a final copy of **WRITS TO BE SIGNED**.

Copies have been automatically sent to all parties to
the agreement.

You can view [the document](#) in your Adobe Sign account.

Why use Adobe Sign:

- Exchange, Sign, and File Any Document. In Seconds!
- Set-up Reminders. Instantly Share Copies with Others.
- See All of Your Documents, Anytime, Anywhere.



Containers Mobile App

Reduced delivery of bins from **+21 days** to **<3 days**





**CLEAN
EL PASO**



COLLECTIONS



**CITIZEN
COLLECTION
STATION**



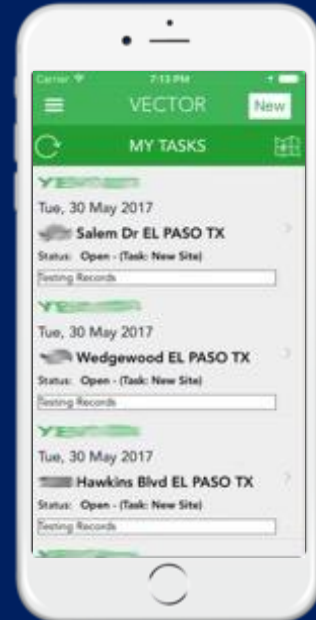
CONTAINERS



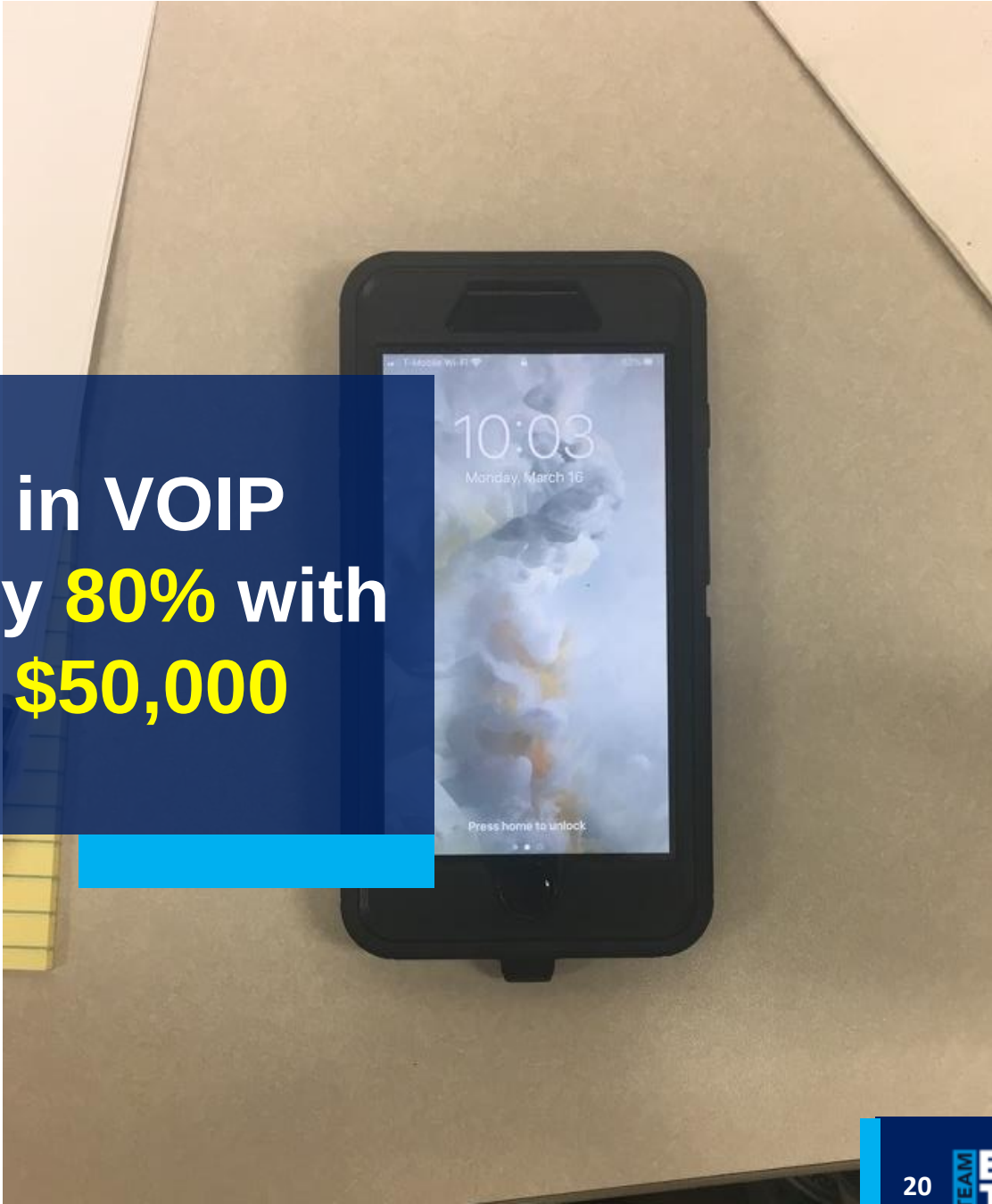
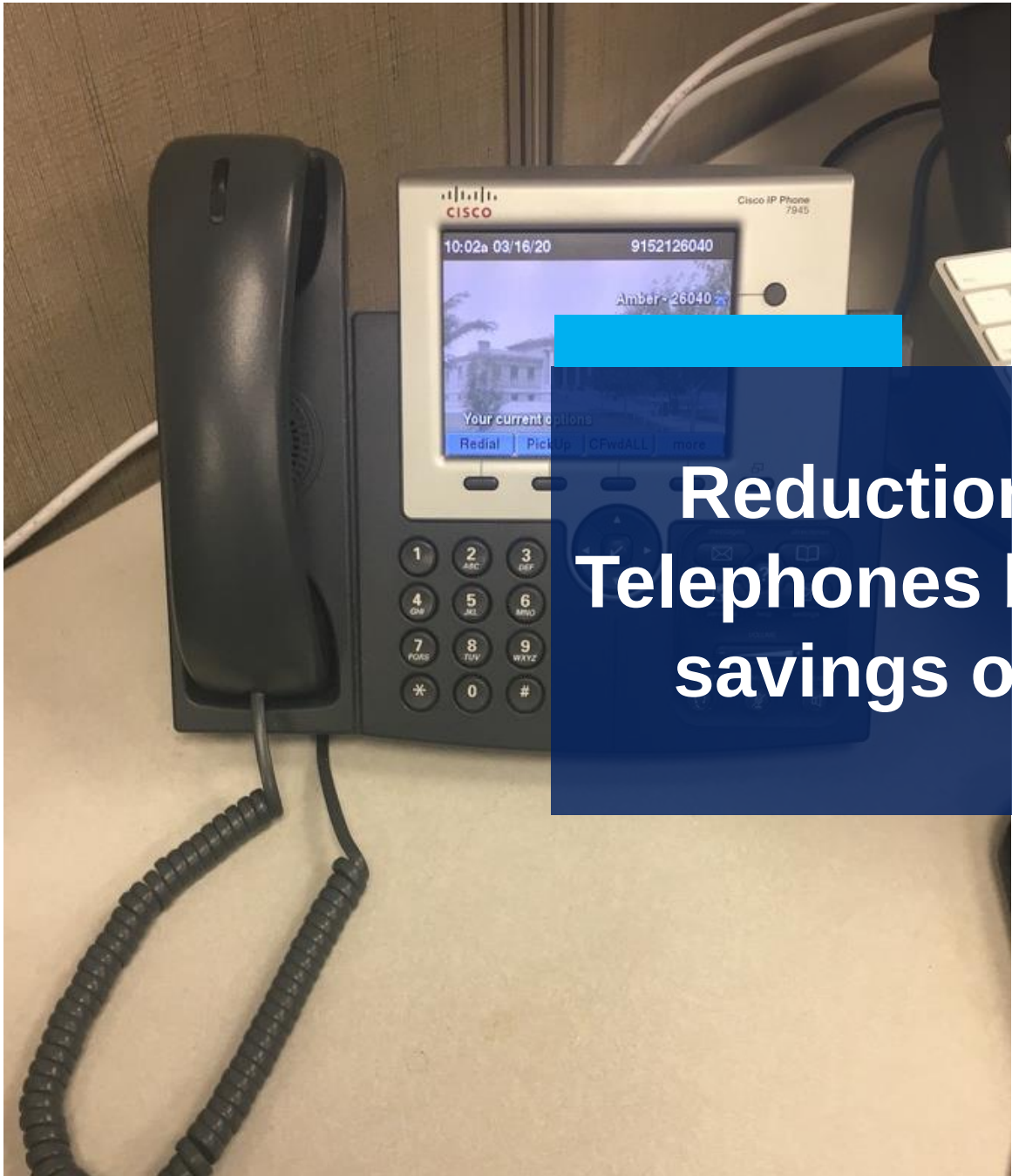
**CODE
COMPLIANCE**



RECYCLING

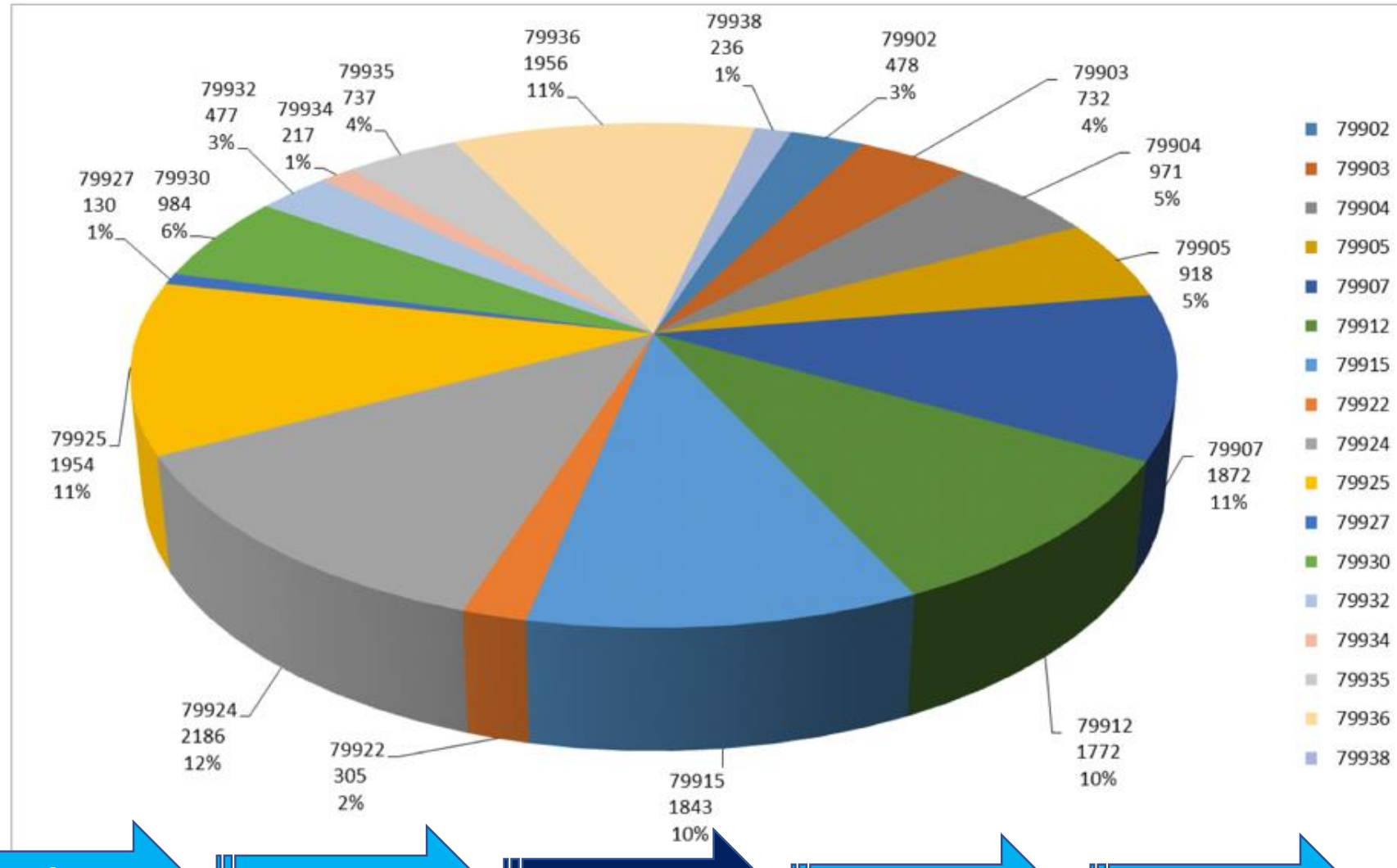


VECTOR



**Reduction in VOIP
Telephones by 80% with
savings of \$50,000**

Numbers and Percent of Senior or disabled citizens discount program participant as per zip code



Lean Six Sigma Project

ESD Discount Process improvement
saved \$222,156

Define

Measure

Analyze

Improve

Control



SUMMARY OF OPERATIONAL EFFICIENCIES

**\$4.2 MILLION
SAVED**

CODE ENFORCEMENT

- Complaint to inspection time reduced
- Digital dashboard of customer concerns and trends
- Code consolidation of Building Inspectors

SOLID WASTE

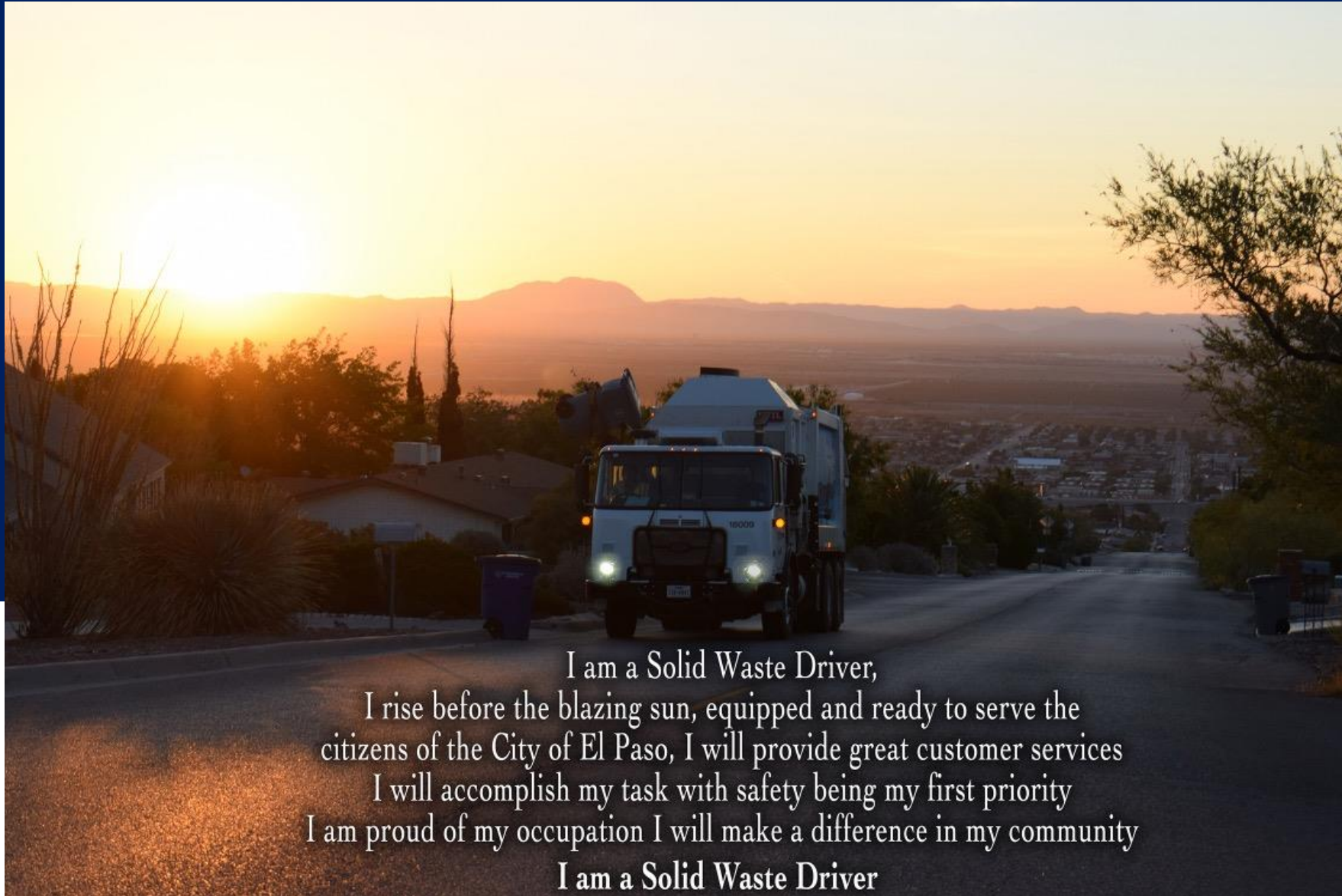
- Landfill waterline installation
- Alternative Daily Cover implementation
- GPS Compaction control system
- SNAP Sampler
- Confederate CCS opening
- Property cleanup process reduced
- Installation of Routeware on Collection trucks
- Electronic Writ of Entry
- Containers mobile app
- Creation of seven internal apps
- Lean Six Sigma project



12 ESD Awards



Winner of the APWA Photo Contest



I am a Solid Waste Driver,
I rise before the blazing sun, equipped and ready to serve the
citizens of the City of El Paso, I will provide great customer services
I will accomplish my task with safety being my first priority
I am proud of my occupation I will make a difference in my community
I am a Solid Waste Driver



ESD Awards

- Texas Society of Professional Engineers 2016 – Engineer of the Year – Ellen Smyth
- TxSWANA – Texas Finest Award – Container Management Program
- TxSWANA – Excellence Award – Integrated Solid Waste Management
- TxSWANA – Texas Finest Award – Integrated Solid Waste System
- STAR (State of Texas Alliance for Recycling) 2019 – Texas Environmental Leadership Award

ESD Awards

- YISD – Partner of the Month – Partners in Education
- APWA Texas Chapter – 2018 Management Innovation Award
- COEP Health Department – Pillar of Health
- STAR – Outstanding Recycling Partnership
- APWA Public Works Photo – I Am a Solid Waste Truck Driver
- Environmental Excellence Recognition Program – Recognized for Innovation
- APWA Award





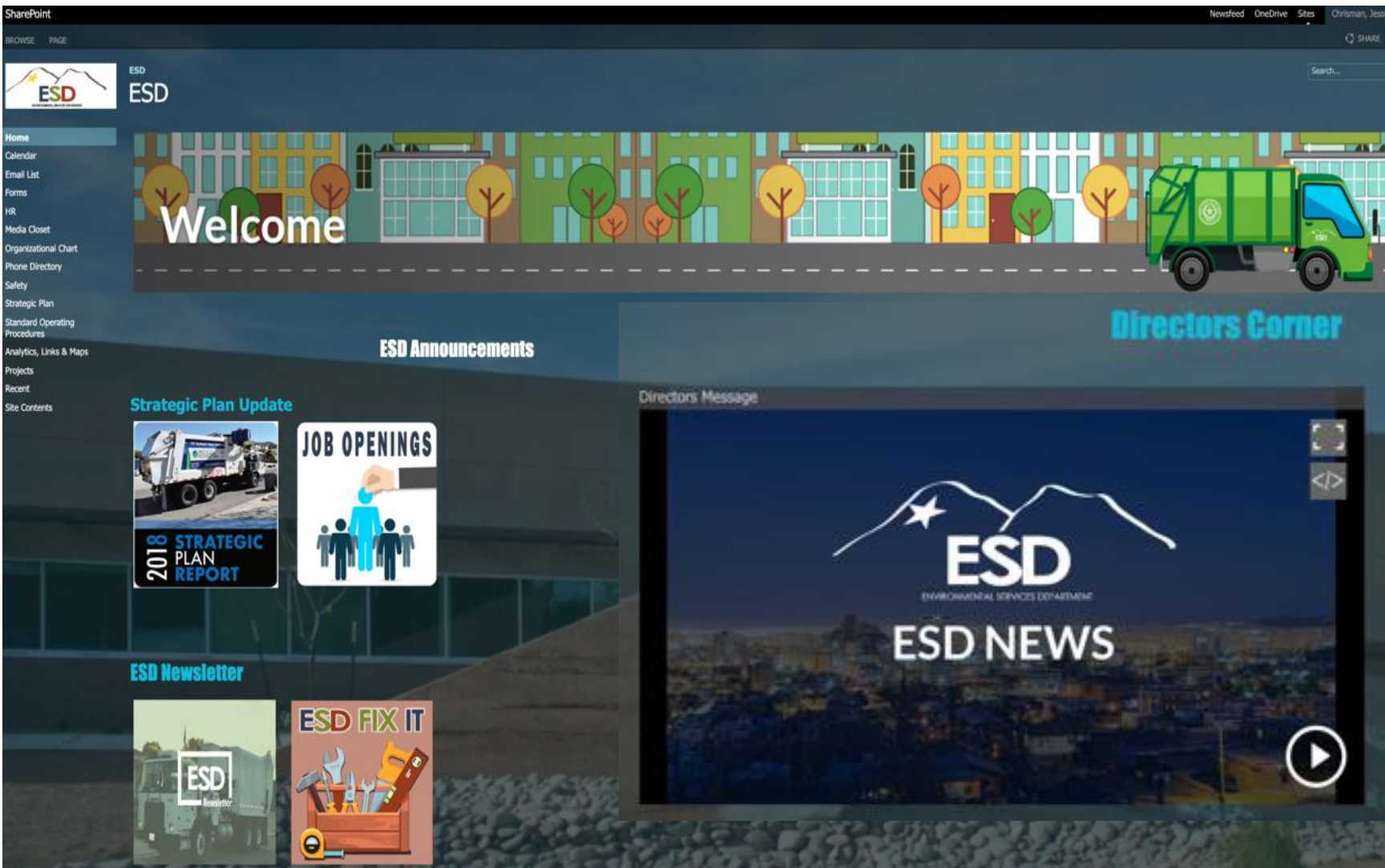
MEASURED IMPACT

Voice of the
Workforce



Overall, the
City of El Paso
is a good
place to work.
94% of ESD
employees
say "yes"





Sharepoint

- ESD Works For Me
- ESD Fix It
 - **120** suggestions
 - **95** implemented



Town Hall Meeting Suggestion

✓ **We listened**

ROLL IT TO MONDAY

Garbage collections scheduled for Thursday, November 28, and Friday, November 29, will be picked up on **Monday, December 2, 2019.**



To view your holiday collection schedule download our free ESD Works For You app or visit www.elpasotexas.gov/ESD

*Only gray trash bins will be collected on December 2. Blue bins will not be picked up.



Thanksgiving Schedule



- Driver of the Year
- Code Officer the Month

Directors Corner

Directors Message



- ESD News
- Director Video
- Director Visits

Facility upgrades for:

- Vector building
- Landfill cashier area



Safety Store



Media Closet

SharePoint

BROWSEFILESLIBRARY



ESD
Media Closet

Home
Calendar
Email List
Forms
HR
Media Closet
Organizational Chart
Phone Directory
Safety
Strategic Plan
Standard Operating Procedures

All Documents

Find a file

✓		Name		Modified	Modified By
		Blue - Mailer(Outlined)	...	December 19, 2019	■ Bunner, Astrid L.
		Blue - TopIssueMailer(Outlined)	...	December 19, 2019	■ Bunner, Astrid L.
		BlueEveryTwoCalendar(7x5)WeekA-Final	...	February 14	■ Bunner, Astrid L.
		BlueEveryTwoCalendar(7x5)WeekB-Final	...	February 14	■ Bunner, Astrid L.
		COEPESD Logo FINAL transparent	...	January 1	■ Bunner, Astrid L.
		ESD Fee Breakdown	...	February 11	■ Bunner, Astrid L.

Environmental Services Department
1900 San Pablo
El Paso, Texas, 79907

Local
Postal Customer

Customer Service at Your Fingertips
Get the ESD Works for You app
(915) 312-6048

Innovative Recycling Improvements

Recycling Collection Schedule 2020
Calendario de Recolección de Reciclaje 2020

March	April
S M T W T F S	S M T W T F S
1 2 3 4 5 6 7	1 2 3 4 5 6 7
8 9 10 11 12 13 14	8 9 10 11 12 13 14
15 16 17 18 19 20 21	15 16 17 18 19 20 21
22 23 24 25 26 27 28	22 23 24 25 26 27 28
29 30 31	29 30

May	June
S M T W T F S	S M T W T F S
1 2 3 4 5 6 7	1 2 3 4 5 6 7
8 9 10 11 12 13 14	8 9 10 11 12 13 14
15 16 17 18 19 20 21	15 16 17 18 19 20 21
22 23 24 25 26 27 28	22 23 24 25 26 27 28
29 30 31	29 30

July	August
S M T W T F S	S M T W T F S
1 2 3 4 5 6 7	1 2 3 4 5 6 7
8 9 10 11 12 13 14	8 9 10 11 12 13 14
15 16 17 18 19 20 21	15 16 17 18 19 20 21
22 23 24 25 26 27 28	22 23 24 25 26 27 28
29 30 31	29 30

September	October
S M T W T F S	S M T W T F S
1 2 3 4 5 6 7	1 2 3 4 5 6 7
8 9 10 11 12 13 14	8 9 10 11 12 13 14
15 16 17 18 19 20 21	15 16 17 18 19 20 21
22 23 24 25 26 27 28	22 23 24 25 26 27 28
29 30	29 30 31

November	December
S M T W T F S	S M T W T F S
1 2 3 4 5 6 7	1 2 3 4 5 6 7
8 9 10 11 12 13 14	8 9 10 11 12 13 14
15 16 17 18 19 20 21	15 16 17 18 19 20 21
22 23 24 25 26 27 28	22 23 24 25 26 27 28
29 30	29 30

#BLUE EVERY TWO

Starting March 31, 2020, your collection schedule for recycling will change to every other week. **FOLLOW THE SHADED ORANGE WEEK ON THE CALENDAR FOR YOUR NEW RECYCLING SCHEDULE.**

Example: If your collection schedule is a Tuesday, it will remain a Tuesday. Your blue bin will only be collected during the weeks shown shaded in orange on the calendar. Gray trash bins will continue to be collected weekly.

Download our ESD Works for You app to view your collection schedule or visit elpasotexas.gov/esd

A partir del 31 de marzo de 2020, su calendario de recolección para su contenedor azul cambiará a cada dos semanas. **SIGA LA SEMANA SOMBRADA EN ANARANJADO EN EL CALENDARIO PARA SU NUEVO HORARIO DE RECOLECCIÓN DE RECICLAJE.**

Ejemplo: Si su horario de recolección es un martes, permanecerá un martes. Su contenedor azul solo se recogerá durante las semanas que se muestran sombreadas en anaranjado en el calendario. El contenedor gris de basura continuará siendo recolectado semanalmente.

Para ver su calendario de recolección descargue nuestra aplicación ESD Works for You o visite elpasotexas.gov/esd

Media Closet

Environmental Services Department (ESD) Fee Breakdown

RESIDENTIAL

CITY OF EL PASO
ENVIRONMENTAL SERVICES (ESD) CHARGES:

CHARGE	AMOUNT
GRAY TRASH BIN	19.00
ENVIRONMENTAL FEE	5.00
SALES TAX	2.98
FRANCHISE FEE/TAX	6.00
TOTAL BILL	31.98

Gray Trash Bin:
Residents are charged a Gray Trash Bin fee of \$19 per month. This fee covers one gray (trash) and one blue (recycling) container. The fee also covers the cost of collecting, landfilling, and recycling these materials.

Environmental Fee:
Residents are billed an Environmental Fee of \$5 per month to cover costs of environmental-related services provided citywide. Services include: clean up of illegal dumping, park and median maintenance, sustainability projects, graffiti removal, and alley and street maintenance to name a few. The fee is managed by ESD but the funds are allocated to a variety of City departments.

Franchise Fee:
Residents are charged a Franchise Fee of \$6 per month to fund public safety equipment and street improvements.

NO EMBOLSÉ EL RECICLAJE

DO NOT BAG RECYCLABLES

Test Your Recycling IQ

at elpasotexas.gov/recycle

DO YOU KNOW WHAT TO THROW?

Blue wants you to know what you **can** recycle:

Blue quiere que sepas lo que **puedes** reciclar:

- Paper/Papel
- Plastic/Plásticos
- Cardboard/El Cartón
- Cans/Latas de Metal



MEASURED IMPACT

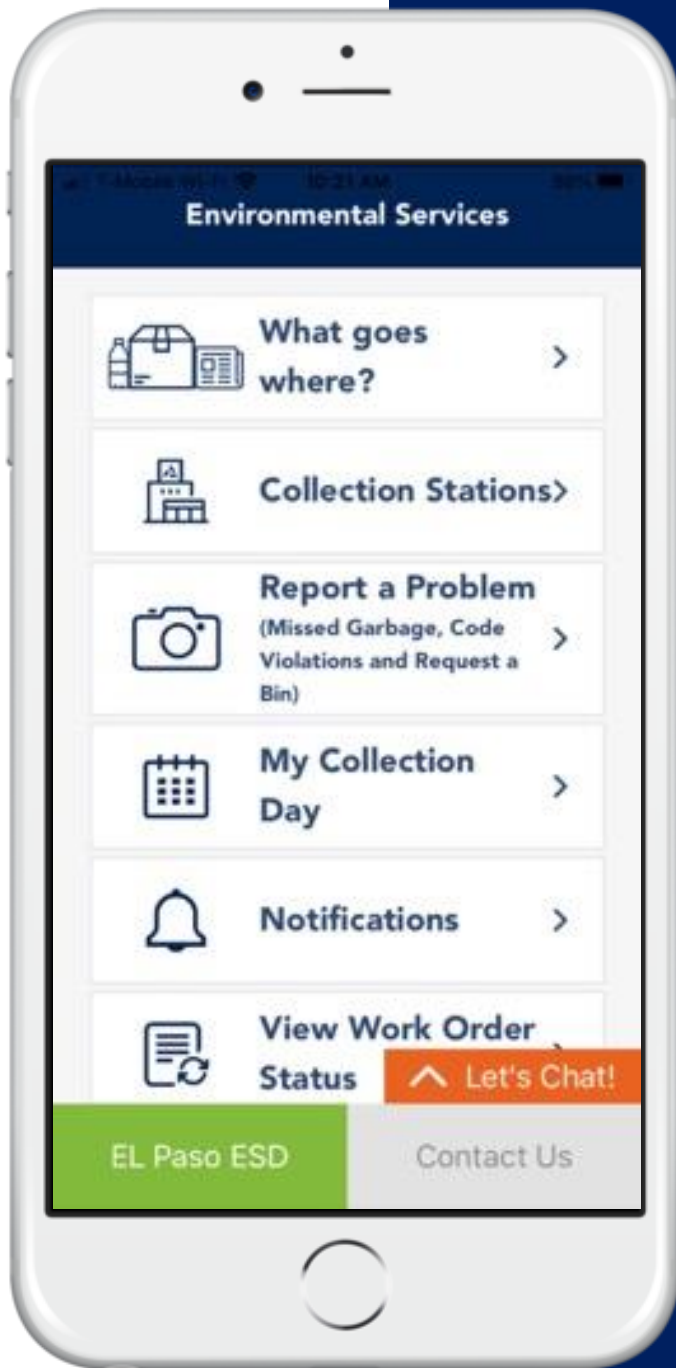
Voice of the
Customer





Key Focus Areas Integrated Feedback

- Chime in! Survey
- City Council Submissions
- Focus Groups
- Internal/Department Review Sessions



“ESD Works For You”

Customer Service at
Your Finger Tips!

Request a bin repair, report a code violation, missed
garbage collection, and check your collection day!



SCAN THIS CODE



ESD Works For You – 2019

- **11,500** downloads
- **2,300** addresses verified
- **1,500** digital Collection Site Passes issued
- Digital reminders to citizens regarding their collection schedule

Alexa compatible



ESD Works for You is now compatible with your Alexa devices!

Alexa, can I recycle glass?

Alexa, what time do I put out my trash?

Alexa, does styrofoam go into my blue bin?

Alexa, where is the nearest Citizen Collection Station?

Alexa, why was my garbage not picked up?

Alexa, can I put a pizza box in my blue bin?

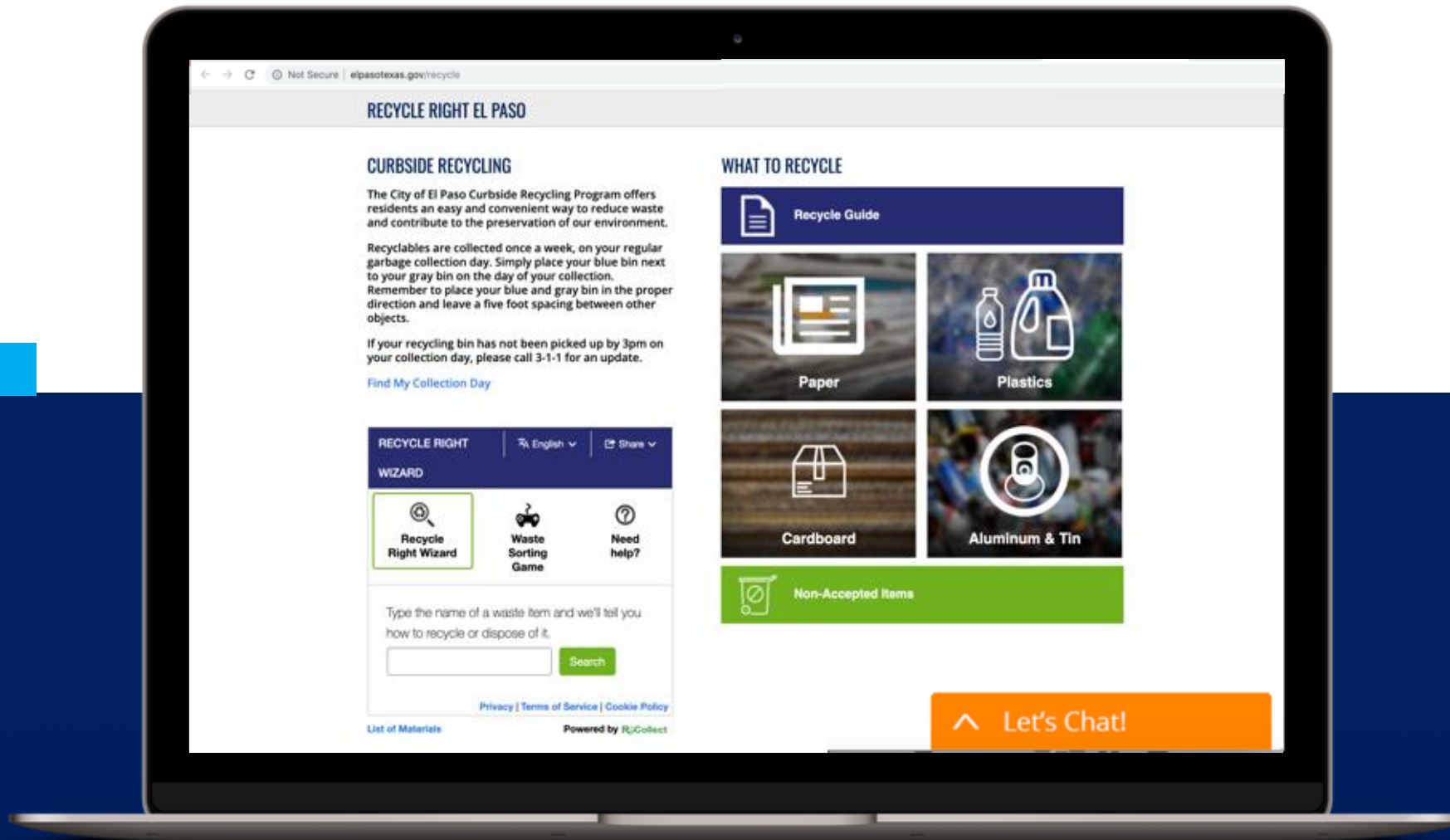
Alexa, how do I report a dead animal on the roadway?

Alexa, does aluminum foil go in the blue bin?





Paperless
submittals for
discount
applications



- Elpasotexas.gov/recycle
- Chat Service

- Recycle wizard
- Recycle game



MEASURED IMPACT

Community Engagement





- **180** events from health fairs, career days, and presentations in 2019
- Approximately **25,000** people/children attended outreach programs

Great American Cleanup



Sin Fronteras Cleanup





ECONOMIC IMPACT

Investing in our
Community



Heil of Texas - 2016

- **13** employees
- **\$1.3 million** annual payroll

Total Investment **\$1,925,000** comprised of:

- Land - **\$450,000**
- New Building Improvements - **\$1,300,000**
- Computers - **\$10,000**
- Machinery - **\$130,000**
- Furniture and Fixtures - **\$35,000**



CEAT Conference 2019



Are you... **All In?**

TxSWANA Annual Conference
El Paso, Texas / April 15-18, 2015



TxSWANA Conference 2015 – 350 attendees

State of Texas 2017 ROAD-E-O - 300 attendees, judges, and spectators







Earth Day
Celebration
Five-year
average of **4,500**
attendees

Thank You!

