

Physically Limited Refuse Service Project



Project Team



- Project Sponsor: Darren Stefanek, Refuse Manager and Maureen Turner, Refuse and Recycling Division Manager.
- Green Belt: Maureen Turner
- Innovation Champion: Nick Derossett, Supervisor
- Subject Matter Experts: Kirsty Wimberly, Brad Noah, and Residential Refuse Inspectors

Project Team



Problem Statement



This project is designed to establish a more efficient and official workflow for the application and annual qualification evaluation process of The City of Tulsa Physically Limited Refuse Service. The result being, simpler and more convenient process for citizens and staff.

Project Overview



1. Met with subject matter experts to gather information about current process.
2. Got feedback from citizens and inspectors on any ideas and challenges they encounter during the process.
3. As a team, identify any waste or possible improvements to the process. Create a Swim Lane Chart to help visualize the process.
4. Met with Project Sponsor and Manager to implement improvements. Train inspectors on new process.
5. Observe the process in its new form and note any improvements.

Improvements



This is a page from a report that we print and send with inspectors during the revalidation process. We have made some changes to help the inspectors relay information back to refuse staff and remove things that pertain to other utilities from the form. This will be a big help to the inspectors and costs nothing.

CITY OF TULSA, OKLAHOMA
RREF_YO_PL REVALIDATION
PHYSICALLY LIMITED REVALIDATION

Print Date:	8/8/2017	Property Ref.:	10342813/1593
Name:	C L BENTON	RF Class:	64 GAL - PL BACKYARD
Account:	10343371	RF Date:	04/04/2013

Service Add:	719 E 34TH ST N	Route:	1309
Problem:	Revalidate customer eligibility for PL service level.		
Inspection:	Date: _____	Employee Name:	_____

☐ Still Qualifies
☐ No longer Qualifies
Reason: _____

ADD: ☐ FIRST NOTICE _____ (DATE)
☐ FINAL NOTICE _____ (DATE)

Water Information
Meter Number: NP 87736511
Meter Location: 025WEPL
025WEPL
Water Cons: 2
Current Read: 2'2
Previous Read: 210
Road Date: 07/14/2017
Read Date: 05/14/2017

Last RF Memo
Memo Date: _____
Comments: _____

Action Taken: _____ Date: _____ Employee Name: _____

Data as of: 8/8/2017 @ 10:22:15AM
Printed on: 8/8/2017 @ 10:22:15AM
Report Location: \\main\\finance\\Utilities\\UtilitiesCR\\Reports\\RREF\\

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Last modified by: dward

Improvements

These door hangers are normally used for residential refuse violations and issues. The white sticker at the bottom is the only thing that pertains to PL service. We also spoke with inspectors about the die cut style of hanger. Many doors do not have traditional knobs. So we are going to go to a self adhesive hanger like those used by UPS. The die cuts are more expensive and we will save money by switching and eliminate the issue for the inspectors. The new hangers will only have information about PL service and be easier for the citizens to understand.



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CUSTOMER NOTICE

FOR SERVICE QUESTIONS, PLEASE CALL
THE CITY OF TULSA AT (918) 596-9777

SERVICE GUIDELINES

- ☐ We could not collect your trash/recycling because:
 - ☐ Blocked Access to Cart
 - ☐ Gate Was Frozen Shut
 - ☐ Improper Container Was Used
 - ☐ Locked Gate
 - ☐ Loose or Threatening Animal
- ☐ Trash must be out by 8 a.m. within 4 feet of the curb.
- ☐ Trash or recyclables were scattered before we arrived.
- ☐ All refuse and recyclable items must fall freely from the cart.
- ☐ Our records reflect that your refuse account is not activated. Please call the City of Tulsa at (918) 596-9777 to activate service.

CARTS, BAGS, AND YARD WASTE

- ☐ The lid of your refuse or recycling cart was not securely closed.
- ☐ All trash outside the cart must be bagged and tied.
- ☐ Bagged refuse outside the cart must have an "Extra Refuse" sticker applied to each bag.
- ☐ Trash placed inside the refuse cart exceeds the weight limit.
- ☐ Trash or yard waste placed outside the refuse cart exceeds the weight limit of 40 lbs.
- ☐ All yard waste outside the cart must be at the curb.
- ☐ Place yard waste, excluding bundles, in transparent bags.
- ☐ Tie brush/branches into no more than 2-foot wide and 5-foot long bundles.
- ☐ Maximum of 15 bags placed outside the cart for collection each week. This limit applies to any combination of bags with "Extra Refuse" stickers attached, clear bags of yard waste, and/or bundled yard waste.
- ☐ Maximum of three bags with "Extra Refuse" sticker attached for backyard service.
- ☐ Yard waste may only be placed in your primary refuse cart. Yard waste placed in additional refuse carts will not be collected.
- ☐ Yard waste is only collected on your primary service day.



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TURN OVER

7.

CUSTOMER NOTICE

FOR SERVICE QUESTIONS, PLEASE CALL
THE CITY OF TULSA AT (918) 596-9777

DISPOSAL GUIDELINES

- ☐ Ashes must be cold and bagged.
- ☐ Hypodermic needles must be placed in sealed containers.
- ☐ No hazardous or liquid material (motor oil and oil-based fluids) will be collected. Please call (918) 596-9777 to learn about disposal options.
- ☐ Do not place loose dirt, stones, rocks, or car parts in your cart.
- ☐ For items that do not fit in your cart, please call the City of Tulsa at (918) 596-9777 for a bulky-waste pick-up. There will be a \$10 fee per collection with a pre-set volume of eight cubic yards. Acceptable items include mattresses, small furniture, refrigerators, etc.

RECYCLING

- ☐ All recyclables placed in your recycling cart must be loose, except shredded paper. Do not bag recyclables.
- ☐ Contents of the recycling cart contain non-recyclable items. Please reference the list of your recycling cart or visit www.cityoftulsa.org/trash to obtain a list of acceptable recyclable materials.
- ☐ Recyclable items are only collected on your primary service day.

For additional information about the City of Tulsa's Refuse and Recycling programs, please visit www.cityoftulsa.org/trash or call (918) 596-9777.

NOTES:

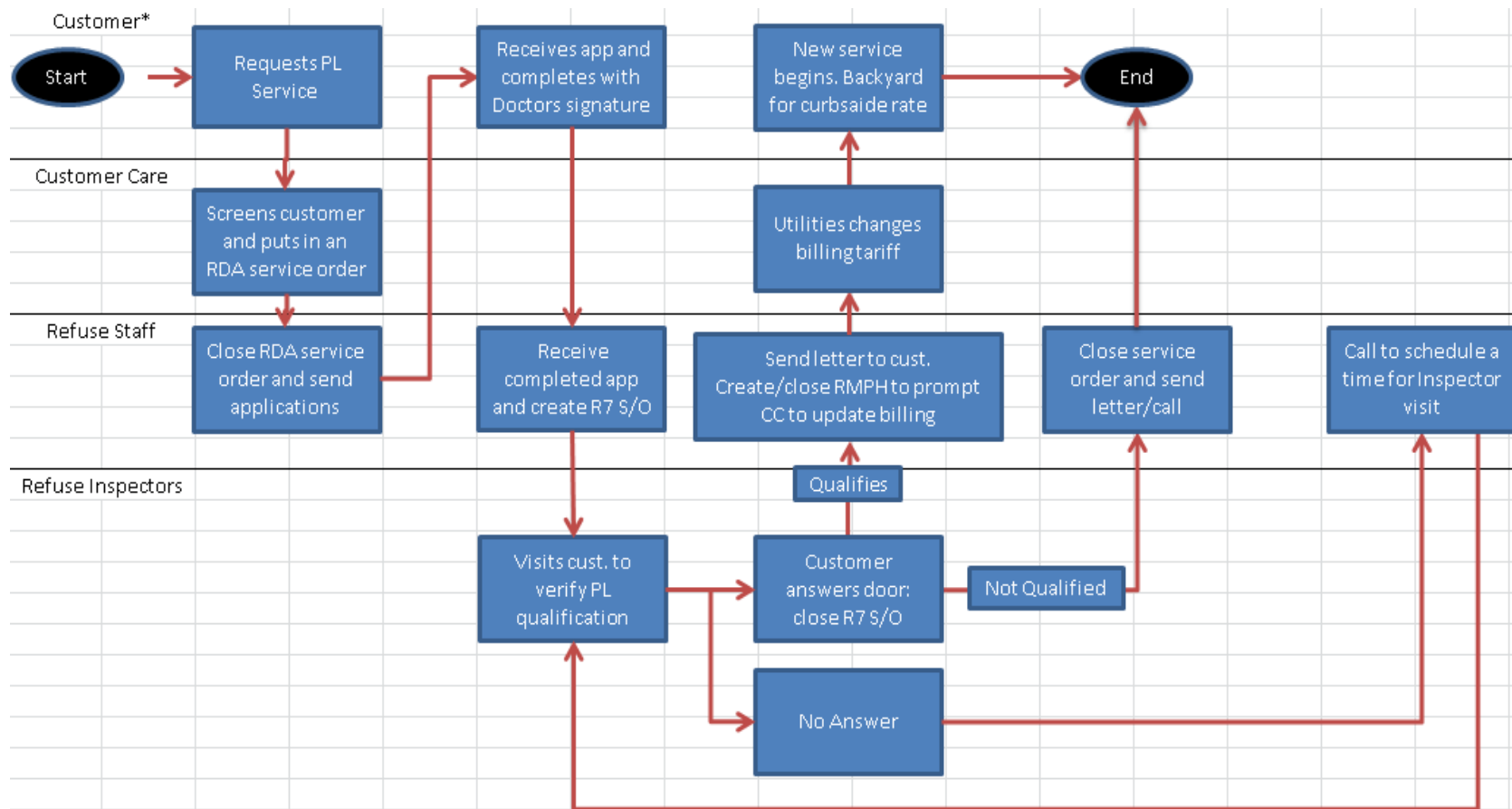
PLEASE CONTACT THE REFUSE AND RECYCLING DEPARTMENT AT 918-596-2858/9783 IN REFERENCE TO YOUR CONTINUING ELIGIBILITY FOR THE PHYSICALLY LIMITED TRASH SERVICES



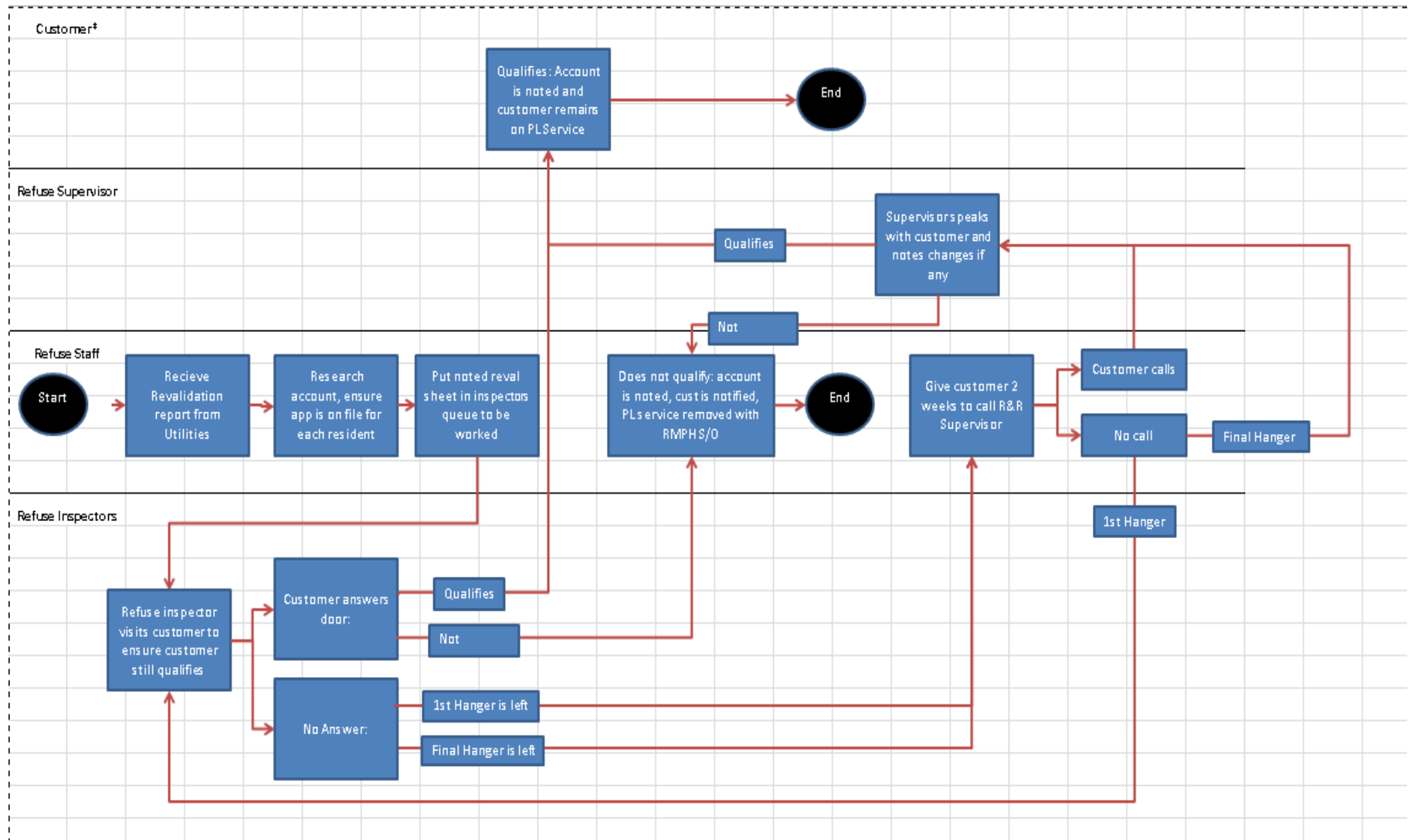
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TURN OVER

Application Process



Qualification Evaluation (Reval)



Project Outcomes



- Established an official application process and workflow
- Established an official annual qualification evaluation process and workflow
- Altered the design of door hangers and made them cheaper and easier to read and understand for citizens
- Made applications easily accessible to staff by scanning and storing them electronically in a shared drive
- Create a list of questions for Customer Care to ask citizens when they request PL Service.