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
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.
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.
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.
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.
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.