

# BULKY WASTE PICKUP APPOINTMENT SYSTEM

**Miami-Dade County Department of Solid Waste  
Management**

**2022 SWANA Florida Summer Conference**

The logo for Miami-Dade County, featuring the text "MIAMI-DADE" in white on a blue background, with "COUNTY" in white on a green background below it. The logo is partially obscured by a large blue shape on the right side of the slide.

**MIAMI-DADE  
COUNTY**



- ▶ **Solid Waste Experience: 33 years**
- ▶ **Background and Responsibilities**
  - ▶ Communications Professional
  - ▶ Bachelor of Science, Communication and Public Relations, Florida State University
  - ▶ Directs the development and execution of DSWM's award-winning public information and outreach program for waste management and mosquito control services and programs.
  - ▶ Leads staff and programming in the Division's four functional areas: Public Information and Outreach, Media Relations, Customer Service and Recycling.

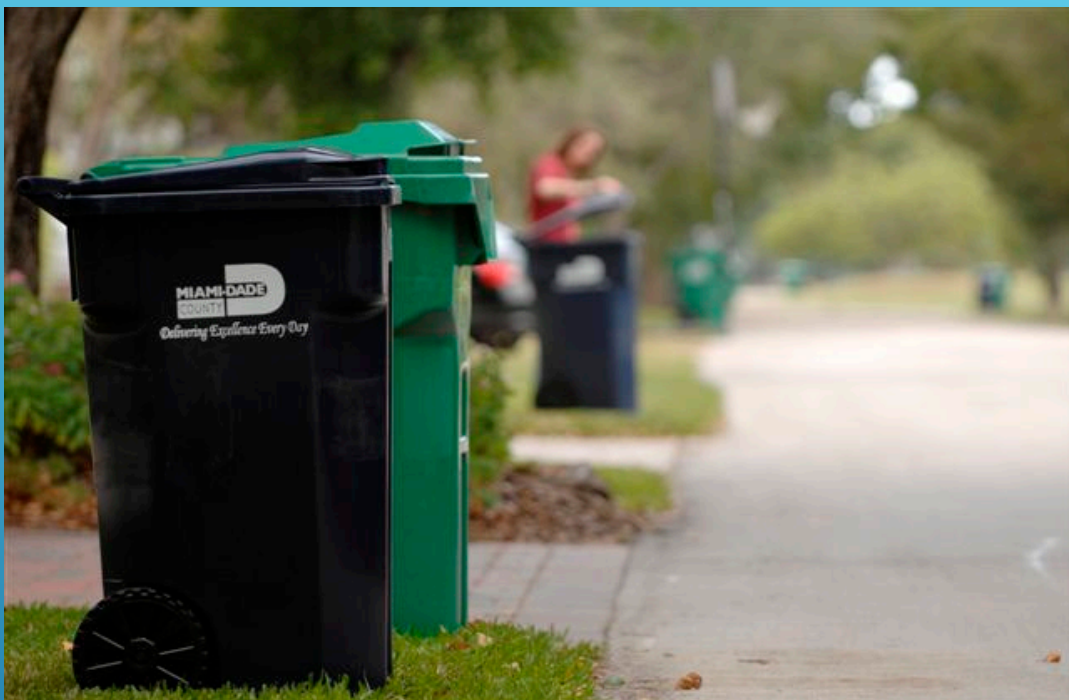
# **GAYLE R. LOVE, SENIOR DIVISION DIRECTOR PUBLIC INFORMATION & OUTREACH**

MIAMI-DADE COUNTY DEPARTMENT OF SOLID WASTE MANAGEMENT



- ▶ **Department Overview**
- ▶ **Previous Bulky Waste Pickup Service**
- ▶ **New Bulky Waste Pickup Appointment System**
- ▶ **Lessons Learned**

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## DEPARTMENT OVERVIEW

- ▶ **Miami-Dade County Department of Solid Waste Management (DSWM)**
  - ▶ **Largest government-operated waste management system in the southeastern U.S.**
  - ▶ **More than 340,000 residential waste customers**
  - ▶ **320 square-mile service area**
  - ▶ **Responsible for countywide disposal services: 3 regional transfer stations, 2 landfills, Resources Recovery WTE plant and ashfill**
  - ▶ **Code Enforcement in service area**
  - ▶ **Mosquito Control countywide**



- ▶ **DSWM Full-service Customers receive:**
  - ▶ **Twice-weekly curbside garbage collection**
  - ▶ **Once every-other-week curbside recycling collection**
  - ▶ **Access to 13 Neighborhood Trash and Recycling Centers**
  - ▶ **Two bulky waste pickups of up to 25 cubic yards each (every calendar year)**

## DEPARTMENT OVERVIEW



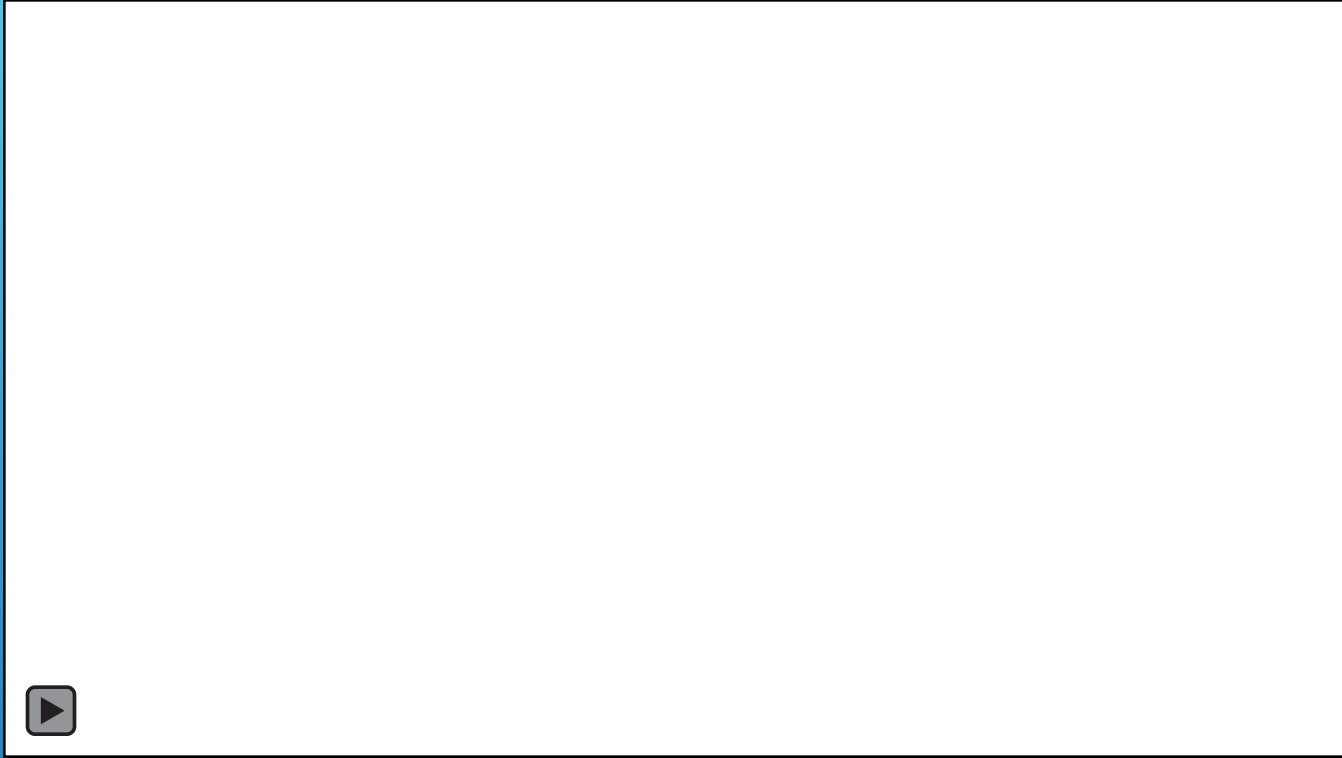
- ▶ **Service by request**
  - ▶ **DSWM service area too large to conduct sweeps**
- ▶ **Customers would call 311 Contact Center or go online to request a pickup**
- ▶ **Pickup would occur within 1-8 days from when request was made**

## **PREVIOUS BULKY WASTE PICKUP SERVICE**



- ▶ **Previous service challenges**
  - ▶ **No set day for collection**
  - ▶ **Piles could be at curb for up to 8 days**
    - ▶ **Illegal dumping could occur during this time**
  - ▶ **Neighborhood aesthetics/HOA compliance issues with piles at the curb for a long period of time**
  - ▶ **Property damage claims for dead grass under piles**
  - ▶ **Complaints from elected officials**

# PREVIOUS BULKY WASTE PICKUP SERVICE



# NEW BULKY WASTE PICKUP APPOINTMENT SYSTEM







# NEW BULKY WASTE PICKUP APPOINTMENT SYSTEM

- ▶ **New Bulky Waste Pickup Appointment System**
  - ▶ Appointment scheduling began on Jan. 3, 2022
  - ▶ Appointment scheduling was tested internally with 311 latter-half of 2021
- ▶ Pickup system similar to making a doctor's appointment or car service appointment
- ▶ Customers are still provided the same number of pickups with the same volume each calendar year as they had under the previous system



# NEW BULKY WASTE PICKUP APPOINTMENT SYSTEM

- ▶ How does it work?
- ▶ Step 1 - BOOK IT
  - ▶ Customers call the 311 Contact Center, go online or use the MDC Solid Waste app to select an appointment date
  - ▶ Appointments available up to 30 days in advance
  - ▶ Once all available appointments for a certain day are selected that day is no longer an appointment option



- ▶ How does it work?
- ▶ Step 2 – TOSS IT
  - ▶ Customers place the material at the curb up to 3 days before their appointment date
  - ▶ Early set-out grace period and corrective education are being provided for the first year

## **NEW BULKY WASTE PICKUP APPOINTMENT SYSTEM**



- ▶ **How does it work?**
- ▶ **Step 3 – DONE**
  - ▶ **Trash crews arrive and remove the bulky waste pile on the selected appointment date**
  - ▶ **Crews use tablets in the field for real-time appointment completion/closure**
  - ▶ **Customers are notified via email or SMS message that pickup was completed**

# **NEW BULKY WASTE PICKUP APPOINTMENT SYSTEM**



## LESSONS LEARNED

- ▶ **New System Appointment Availability**
  - ▶ Initial appointment availability was 20+ days out due to high demand
  - ▶ Pickup appointment capacity adjustment was needed to reduce wait time
  - ▶ Current appointment availability is approx. 9 days out
  - ▶ Cancellations are allowed; residents redirecting their trash to network of 13 Trash and Recycling Centers; trash remains in the system
  - ▶ Continue to refine the system to reduce the days-out from appointment scheduling to collection – 5 to 7 days is the goal



## LESSONS LEARNED

- ▶ **“Old habits die hard.”**
  - ▶ Takes time for customers to become accustomed to new way of doing things
  - ▶ Some complaints about the new system initially
  - ▶ Manage expectations from customers used to the old 1 to 8-day pickup service
- ▶ Additional behind-the-scenes work was needed to smooth the transition
  - ▶ Bulky pickups scheduled before the new system implementation needed to be completed

## QUESTIONS?



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