



City of Houston Service Delivery Council Committee

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First 90 Days:

- As a Houstonian, I know there have been challenges in solid waste collections.
- Throughout my career, I have consistently embraced difficult problems rather than avoided them.
- From the outset, I recognized the critical need to establish a culture of accountability.
- In the first 30 days I understood the needed for a complete overhaul.



About the Department

The Solid Waste Management Department provides safe, efficient, and environmentally responsible collection, disposal, and recycling services for Houston residents.

389 Employees

400,000 Approx.
homes
served

\$101M Annual
Budget

Collections: **Current Service**

Weekly Service Updates Provided

Weekly service updates published every Monday on the website and sent to 3-1-1 to keep residents informed of collection status. While delays remain, service levels are steadily improving as operational reforms take hold.

Current Service Snapshot

- Garbage collection is **on schedule**
- Recycling is approximately **2 to 3 days behind**
- Heavy Trash is **2 weeks behind**; please continue to set out on your regular schedule
- Yard Waste services are **delayed** and is being collected with Heavy Trash.



Administration: Improvements & Reforms

Streamlining operations, strengthening controls, and increasing efficiency.

Strategic changes in leadership, routing, and daily operations are helping Solid Waste turn the corner and deliver stronger results for Houston residents.

Department Revamp

- Leadership changes and operational audits completed
- Rebalanced routes to reduce overburdened areas
- Created dedicated team for daily fleet coordination
- Consolidated quadrants for improved efficiency
- Removed outdated practices and streamlined overtime



Operations: Update

System Improvements

- Leadership changes and operational audits completed
- Rebalanced routes to reduce overburdened areas – reducing to 900 homes/driver
- Created a dedicated team for daily fleet coordination
- Consolidated quadrants for improved efficiency
- Removed outdated practices and streamlined overtime

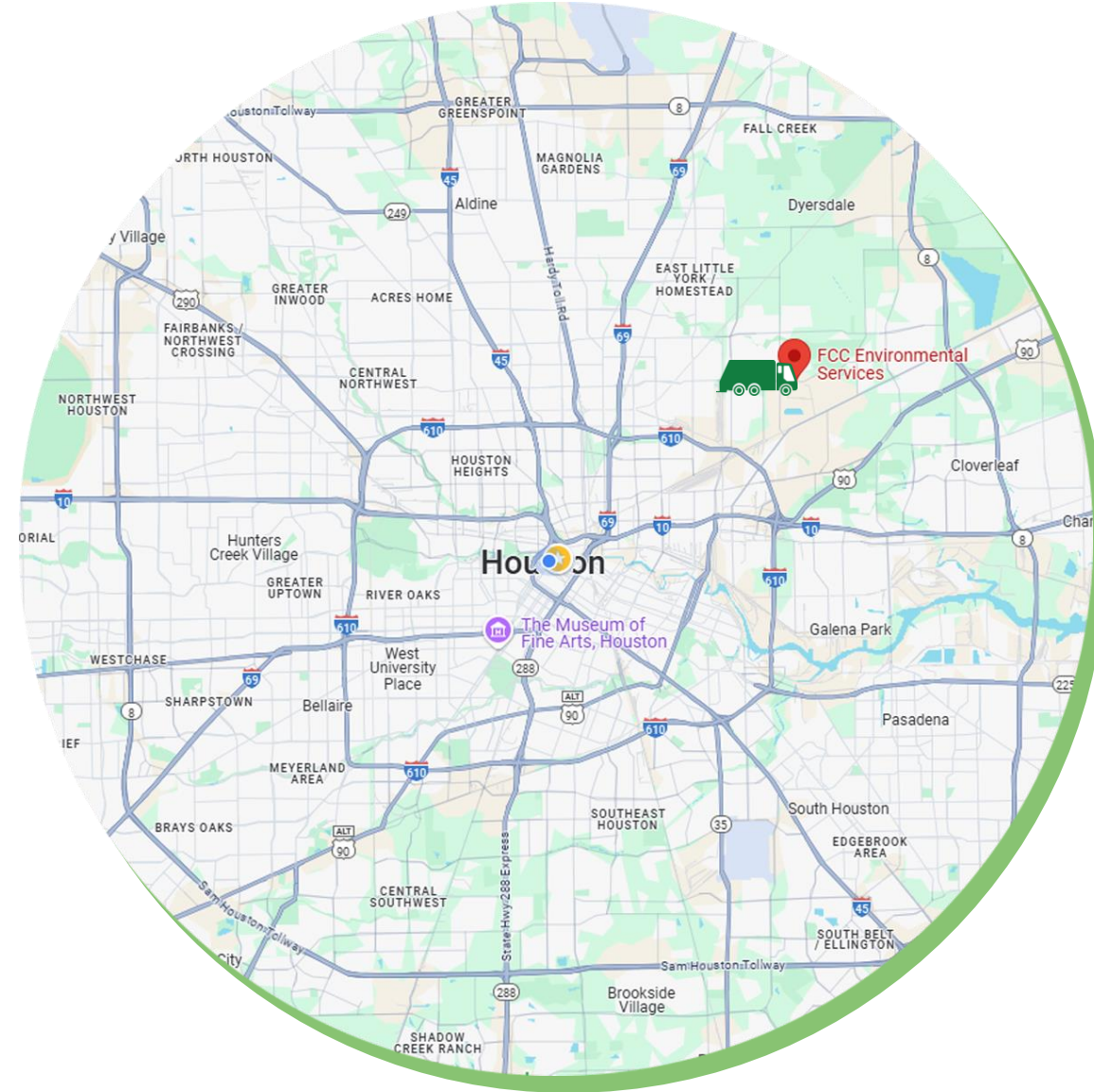


Route Management

We're modernizing routes and equipment to boost efficiency and deliver more reliable service across Houston.

Smart Route Management

- Redesigning trash and recycling routes for balance and efficiency
- Activating underused software to improve route tracking
- Working with haulers to expand disposal site options
- Reducing recycling routes to 1,100 homes each
- Replacing aging trucks and adding new sideloaders
- Improving daily fleet coordination to cut breakdowns
- Targeting long-term savings on \$20M maintenance costs



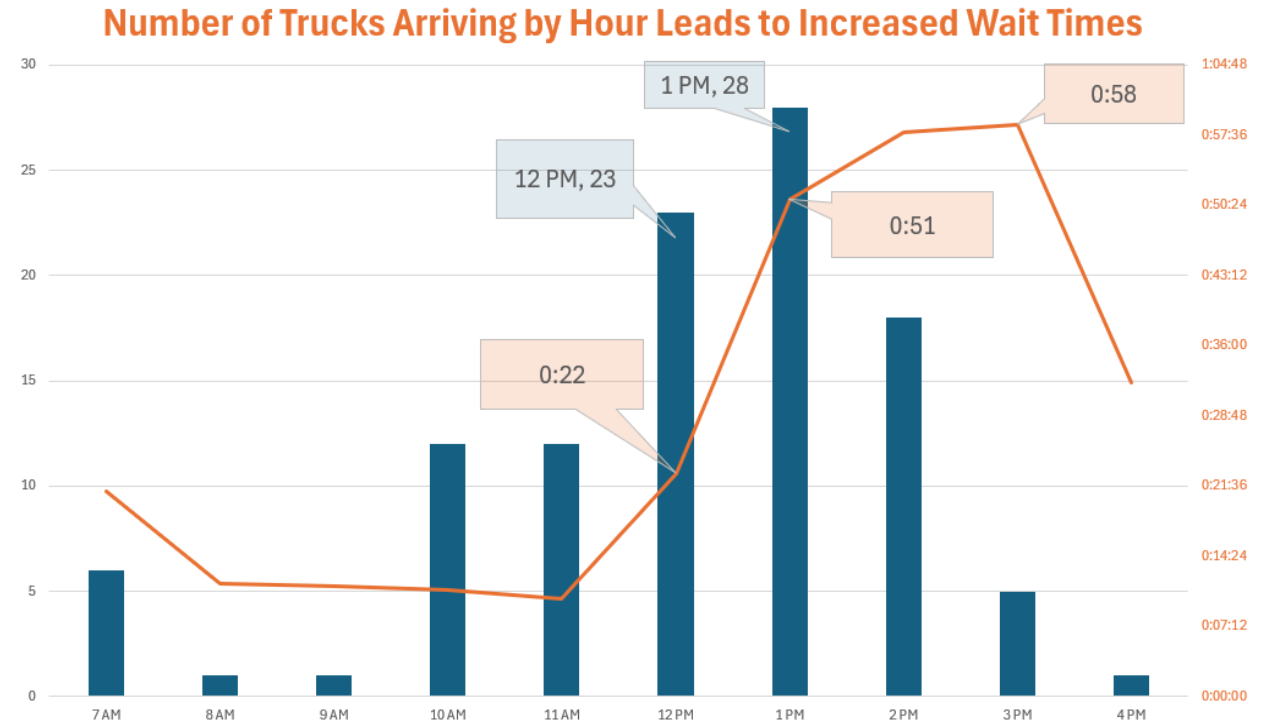
Operations: Route Balancing Improvements

Implemented Rightsizing

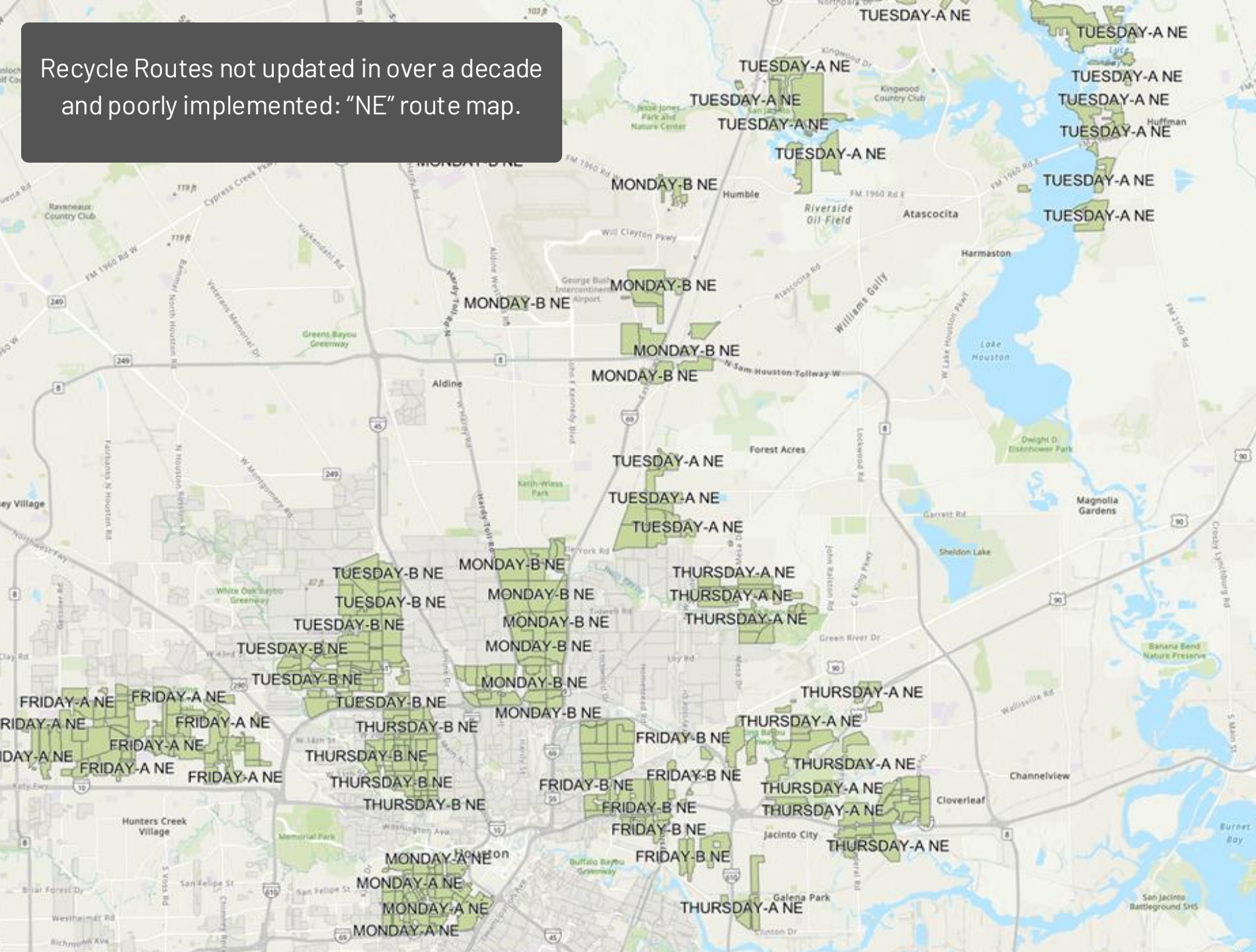
- Increased daily routes from 40-48
- Now 46% of routes are under 1000 homes
- Eliminated all routes over 1300 homes
- Proposed day-of-service adjustments in progress
- 9 Additional automated sideloaders – October

Recycling Routes:

- 50-75% of recycling routes completed daily
- 1-hour average wait time at FCC to unload
- 3-hour turnaround for drivers on Houston's west side



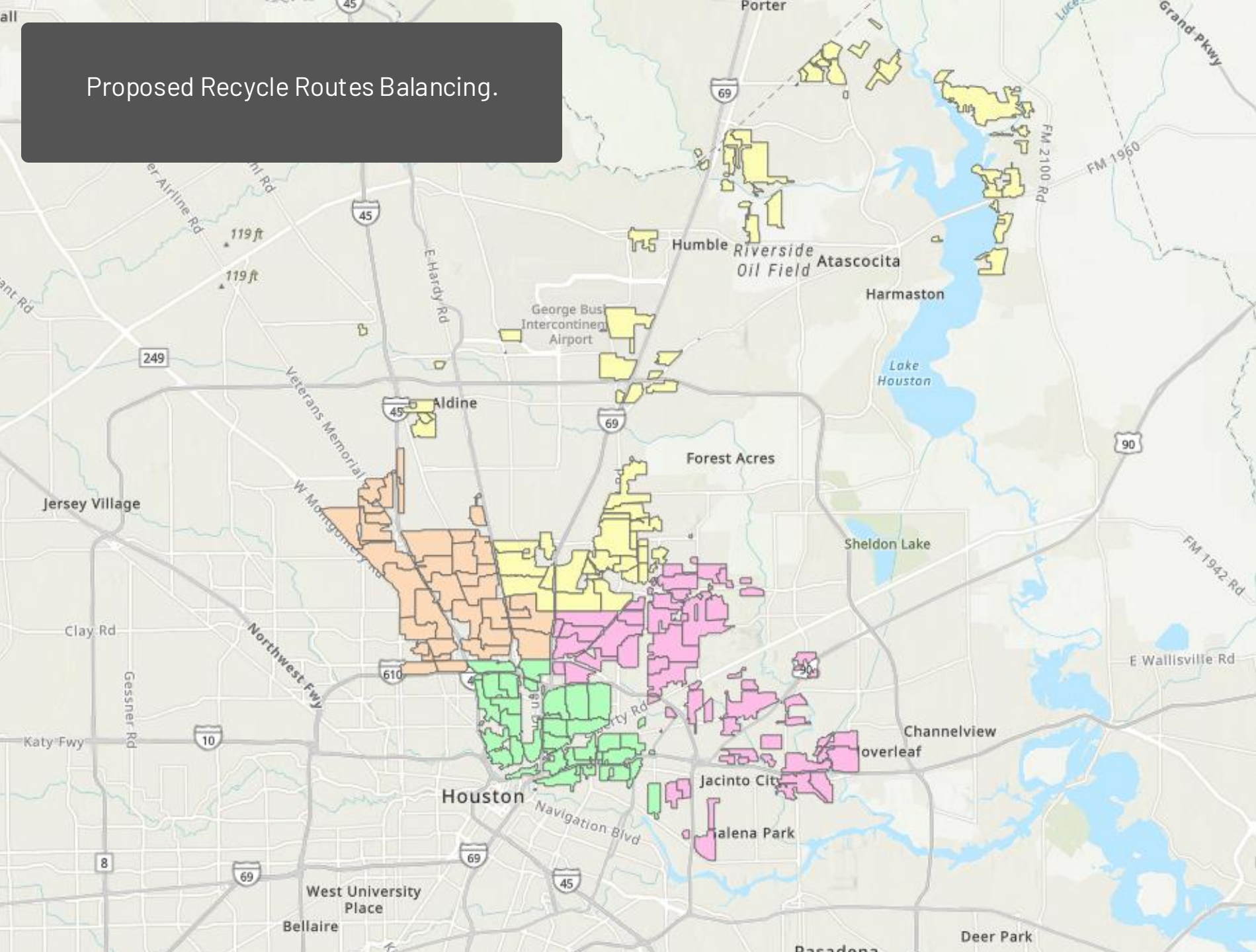
Recycle Routes not updated in over a decade
and poorly implemented: "NE" route map.



Operations: **Recycling Route**

- All 4 quadrant routes looks like this. Recycle Routes were never optimized.
- Trucks are criss-crossing the city throughout the day.

Proposed Recycle Routes Balancing.



Operations: Proposed Route Balance

- Requires scheduled day change
- Balanced to 1100 homes per route

Action Items

Key Steps Driving Recovery and Long-Term Stability



An improved Customer Service team is addressing a backlog of 20k service requests and providing better responsiveness



Evaluating recycling routes – Frequency and/or schedule day of service changes, additional staff and equipment needs for program



Strengthening the **Container Team** by adding personnel and Superintendent



Right size fleet based on new proposed routes

History: Missed Recycling

Recycling collection delays are not new and have persisted for years. Steps are now underway to redesign operations, right-size routes, reduce wait times, and build a reliable, on-time recycling system.



Breakdown with Houston's recycling program

KHOU 11 1.2K views • 5 years ago

If the City of Houston missed your regularly scheduled recycling or trash pick-up this year, consider the time its fleet spent in the shop rather than on the road.

CC



Delays in recycled trash pickup

KHOU 11 2.8K views • 6 years ago

Some Houston residents have made numerous 311 calls and claim recycling bins are left untouched for days.

CC



Frustration over recycling collection delays in Houston

KPRC 2 Click2Houston 411 views • 6 years ago

When it comes to recycling, Jack Stopnicki feels like he's facing an uphill battle.



Why is it taking so long for Houston to pick up recycling? Here's what the solid waste director says

KHOU 11 1.4K views • 1 year ago

KHOU 11's Grace White took your questions about recycling slowdowns to Houston's director of solid waste to get answers.

CC

An aerial photograph of a suburban neighborhood. The houses are mostly two-story with dark roofs, some with orange or brown roofs. There are many trees, some with yellow leaves, suggesting autumn. The streets are paved and have some cars parked or driving. The overall scene is a typical suburban residential area.

Thanks!

Any questions?

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