



# DPW

DEPARTMENT OF PUBLIC WORKS

## FY'24Q2

### Quarterly Report

Reporting Period:  
October – December 2023

Prepared for City Utilities Committee

Presented February 13, 2024

MAYOR ANDRE DICKENS | COMMISSIONER AL WIGGINS, JR.







|                                               |           |
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| PROJECT                                                   | DELIVERY DATE |
|-----------------------------------------------------------|---------------|
| Street Base and Common Goods Study                        | February 2024 |
| Fleet Replacement Study                                   | February 2024 |
| SW Atlanta Big Belly Can Installation                     | February 2024 |
| Mobile Surveillance trailers (16 Cameras – Mobile)        | March 2024    |
| Fusus Camera Systems Feed                                 | March 2024    |
| AssetWorks Cloud Migration                                | April 2024    |
| Comprehensive Technology Replacement Plan                 | April 2024    |
| Citywide ROW Maintenance                                  | April 2024    |
| City Detect (AI & Computer Vision Technology)             | June 2024     |
| Implement Routing Software (Rubicon)   Route Optimization | July 2024     |
| Access Data Validation Multifamily Units (City Wide)      | July 2024     |



**DPW**

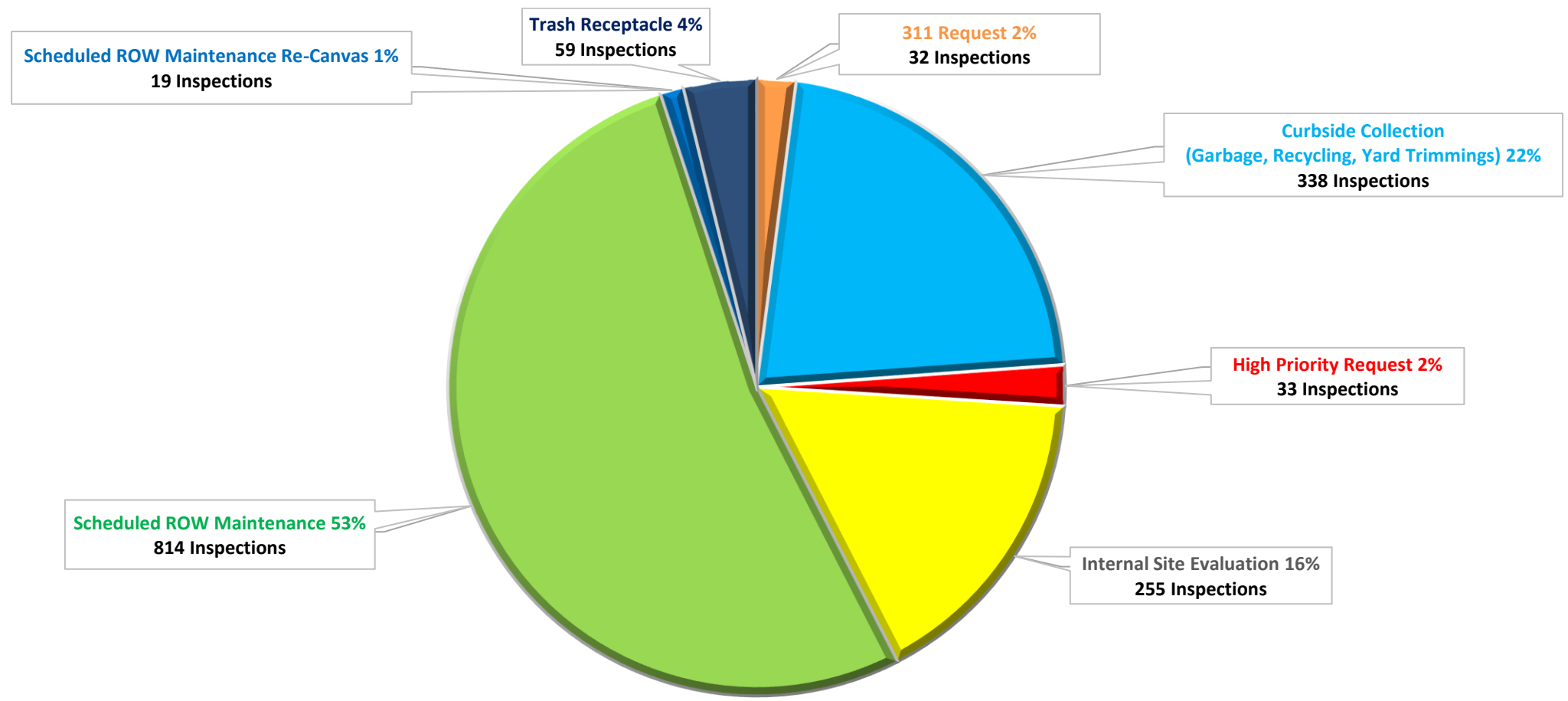
DEPARTMENT OF PUBLIC WORKS

**PMU**

**PERFORMANCE MANAGEMENT UNIT**



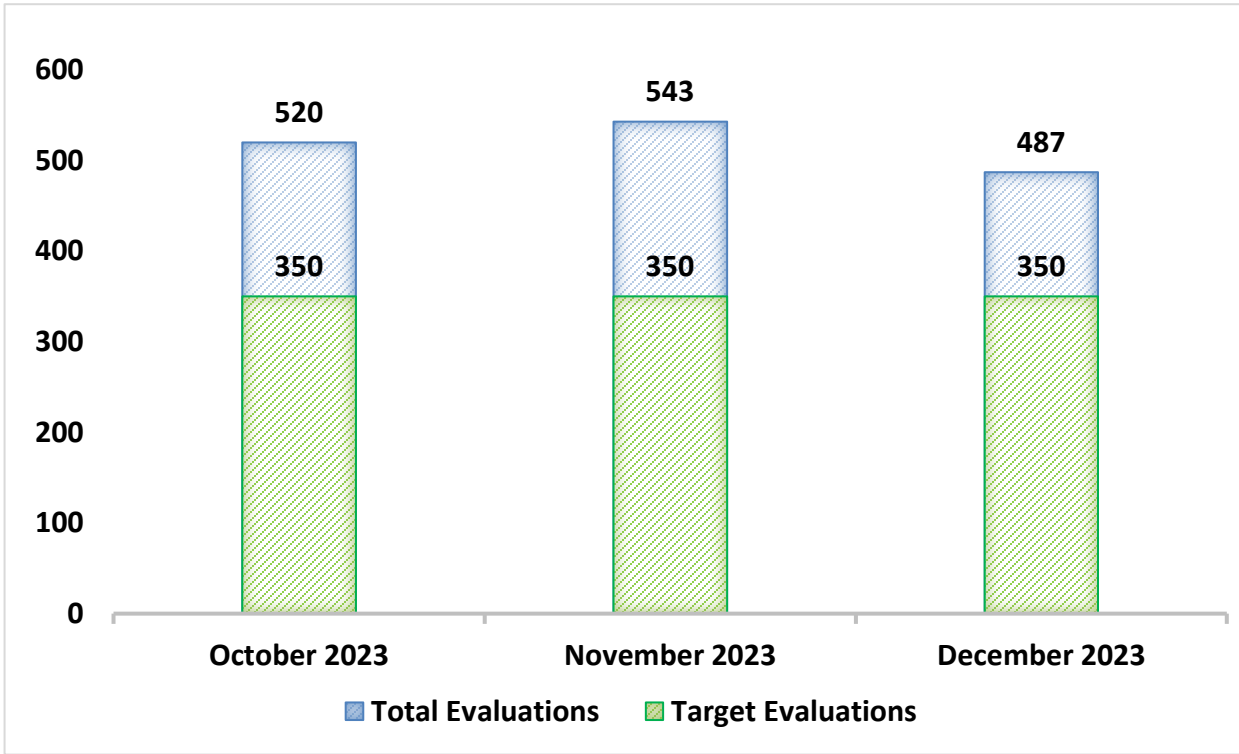
## NUMBER OF QA/QC INSPECTIONS AND % (OCTOBER 2023 – DECEMBER 2023)





## PERFORMANCE METRICS (EVALUATIONS)

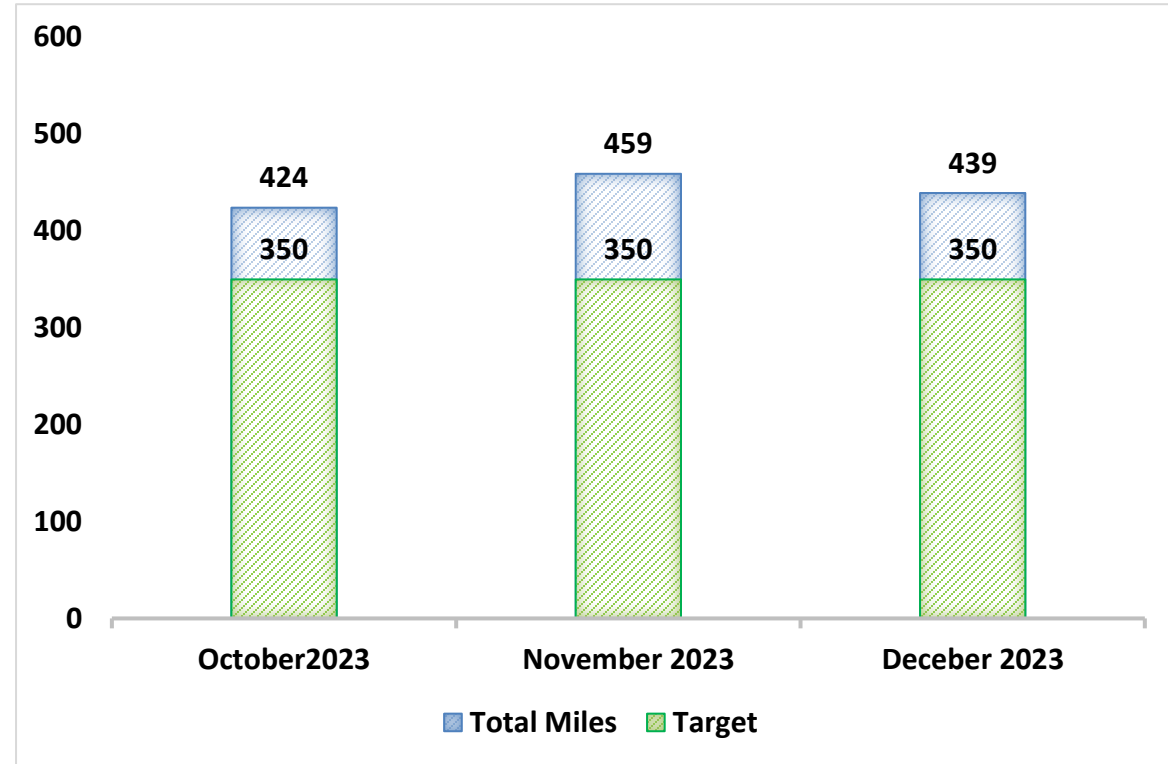
Total Evaluations  
1,550



Target Evals  
350/month

## SEGMENT LENGTH (MILES)

Total Miles  
1,322

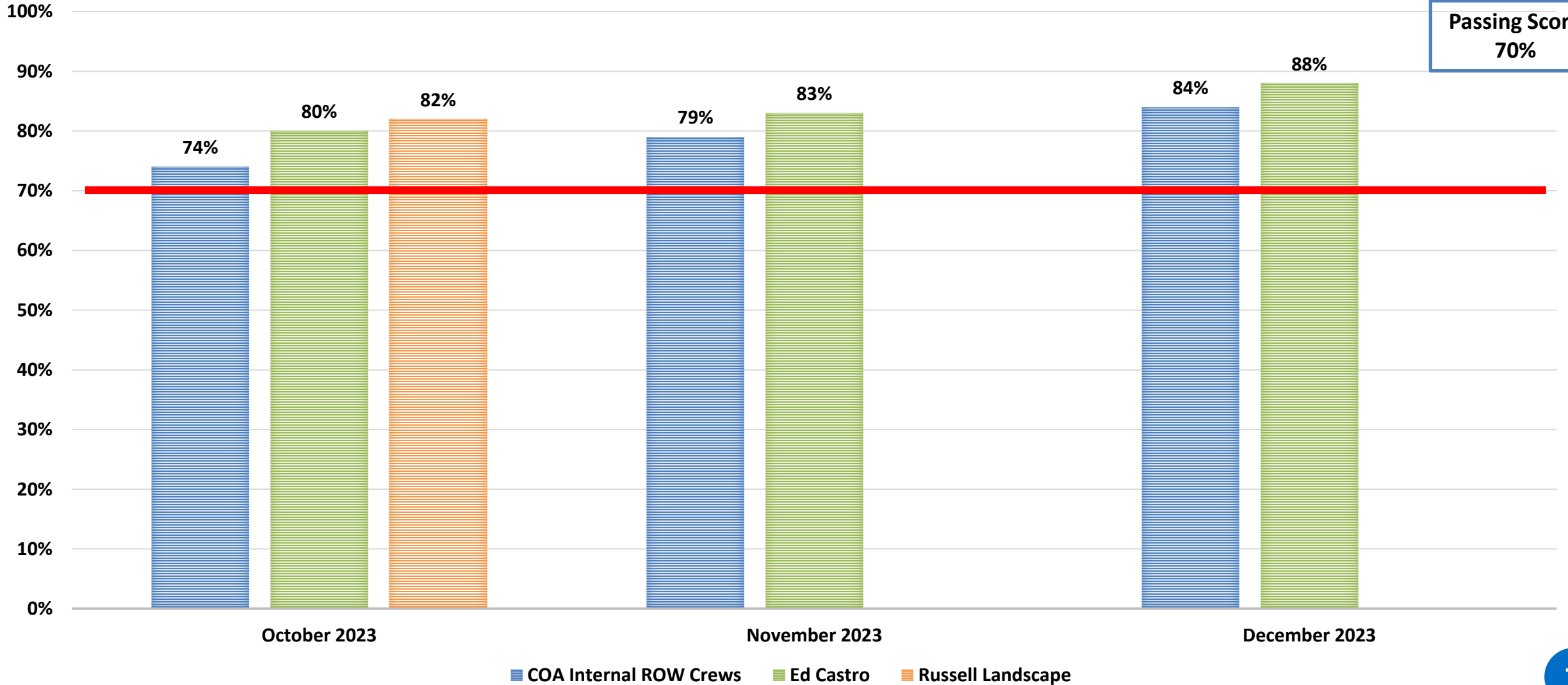


Target Miles  
350/month



## CONTRACTOR EVALUATION SCORE (AVG)

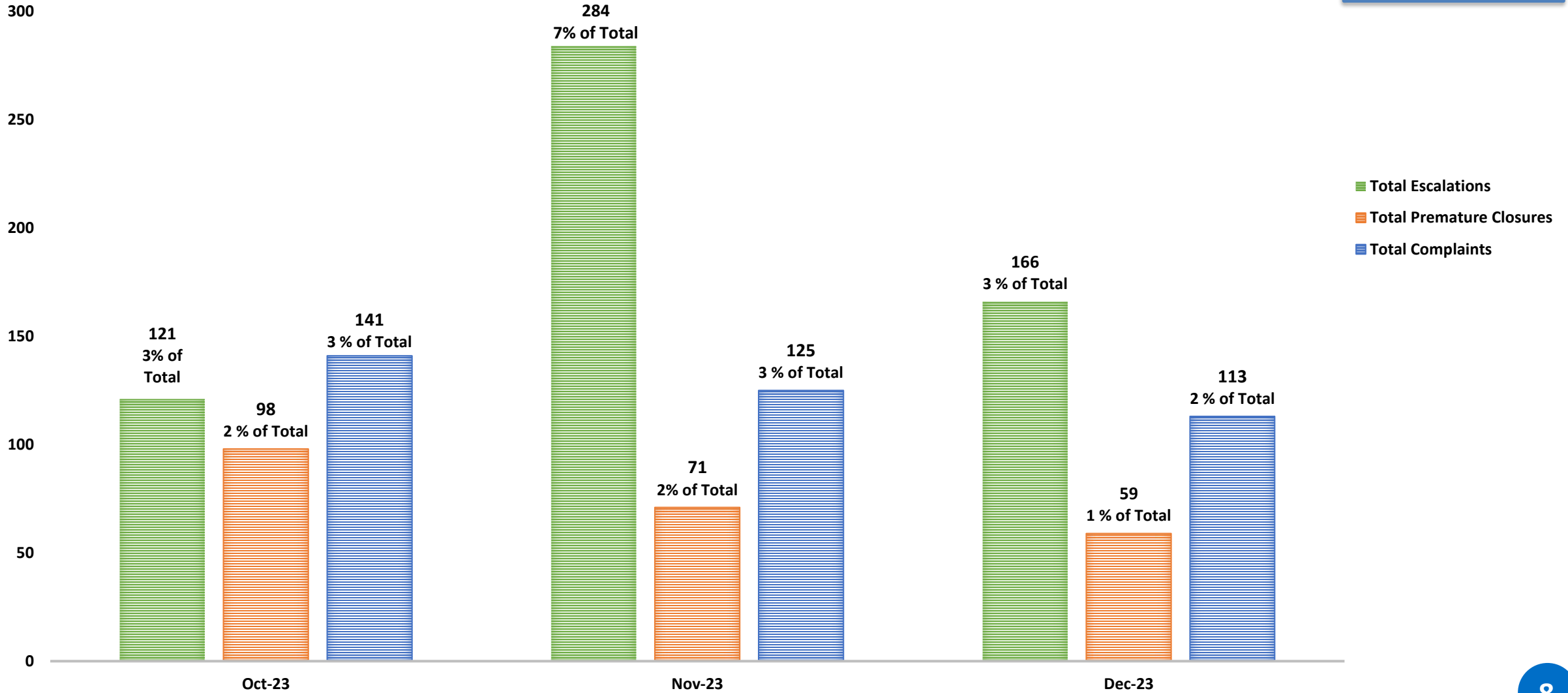
|               |      |
|---------------|------|
| KPI Target    | 100% |
| Passing Score | 70%  |





## PREMATURE CLOSURES, ESCALATIONS AND COMPLAINTS

Quarterly Total Cases  
14,100

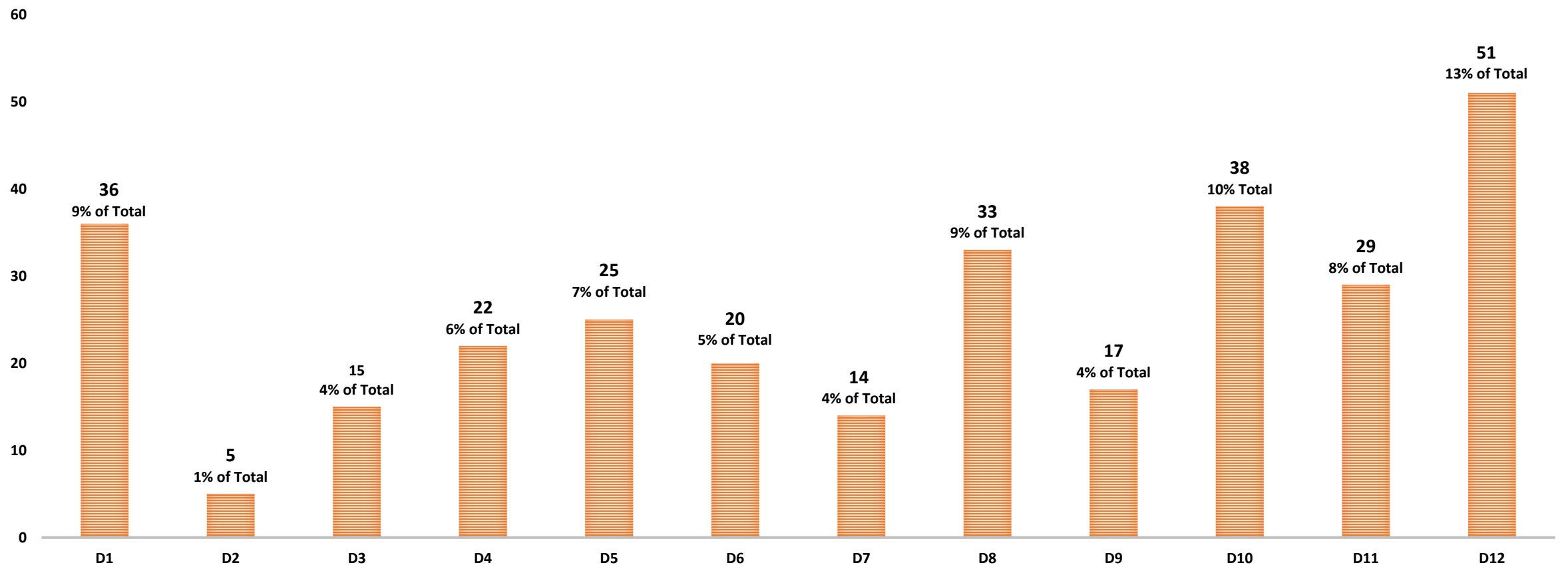






## COMPLAINTS BY DISTRICT

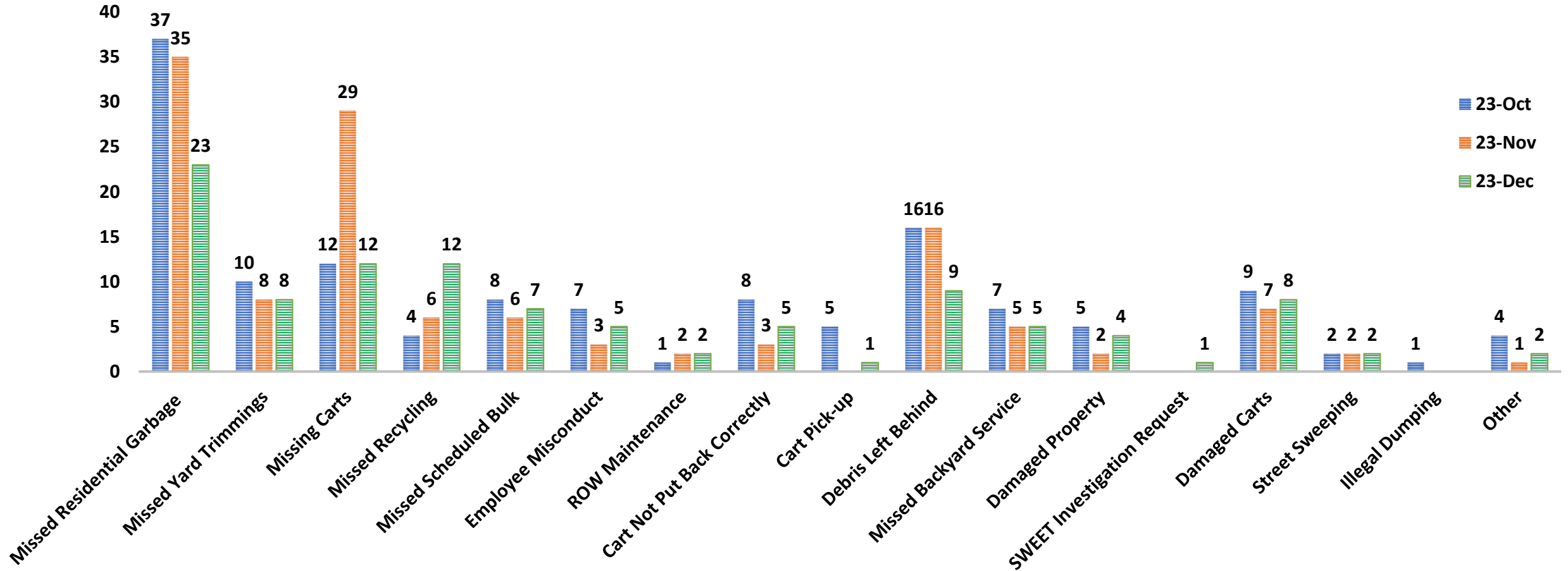
Complaints  
Quarterly Total  
379



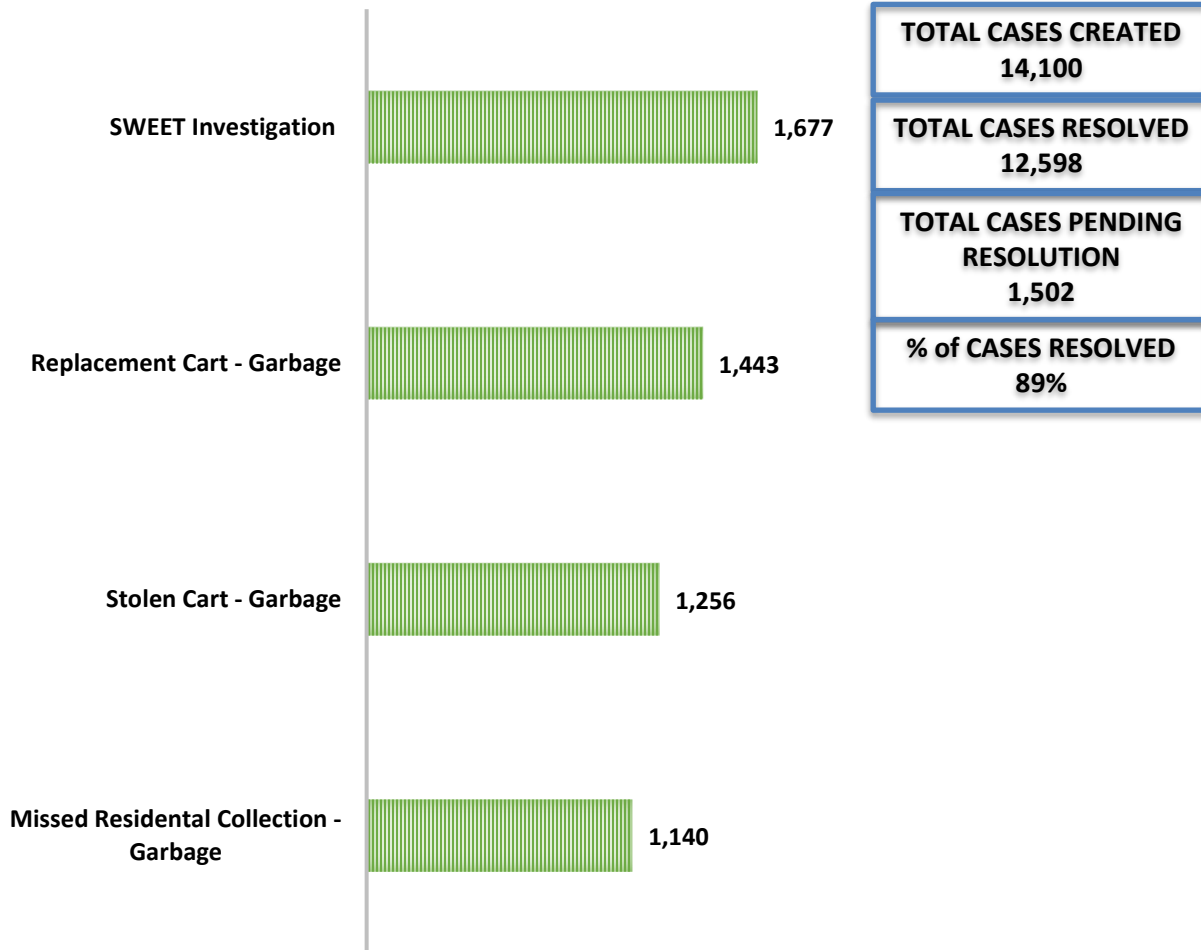


## COMPLAINTS BY AREA

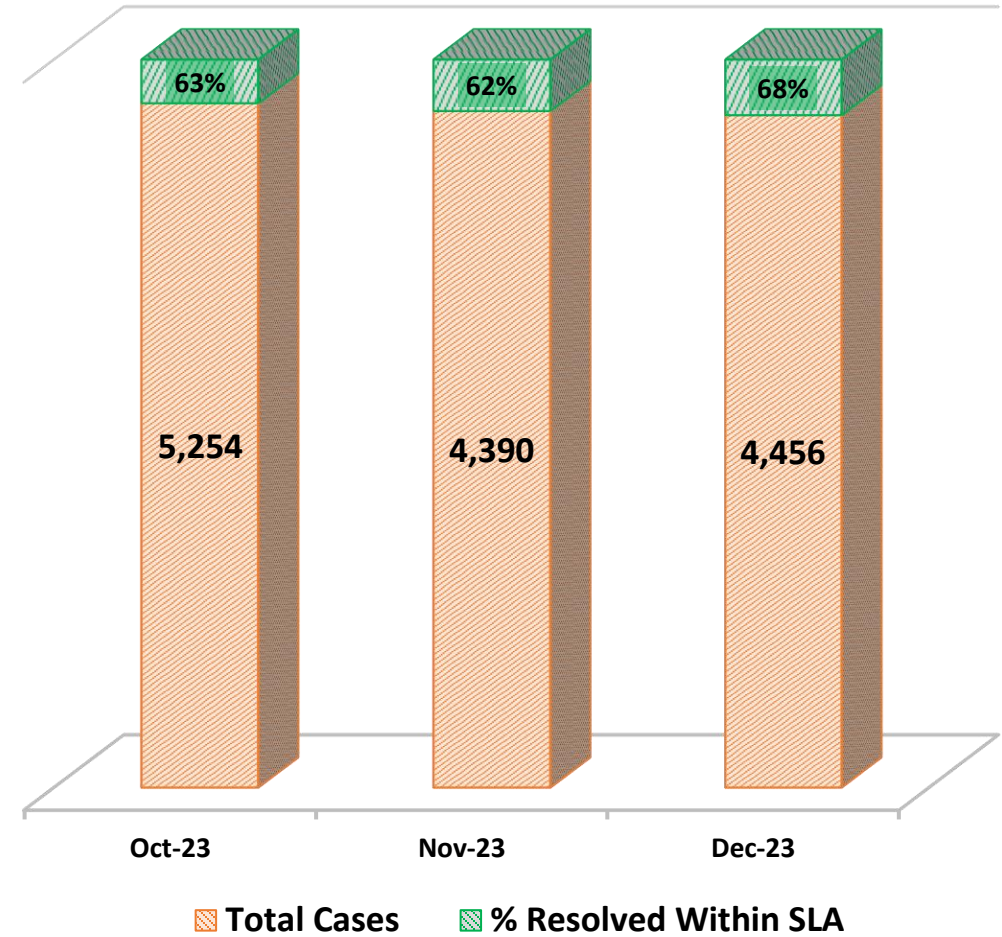
Complaints  
Quarterly Total  
379



## Top 4 Requested Services – DPW Overall Cases October – December 2023



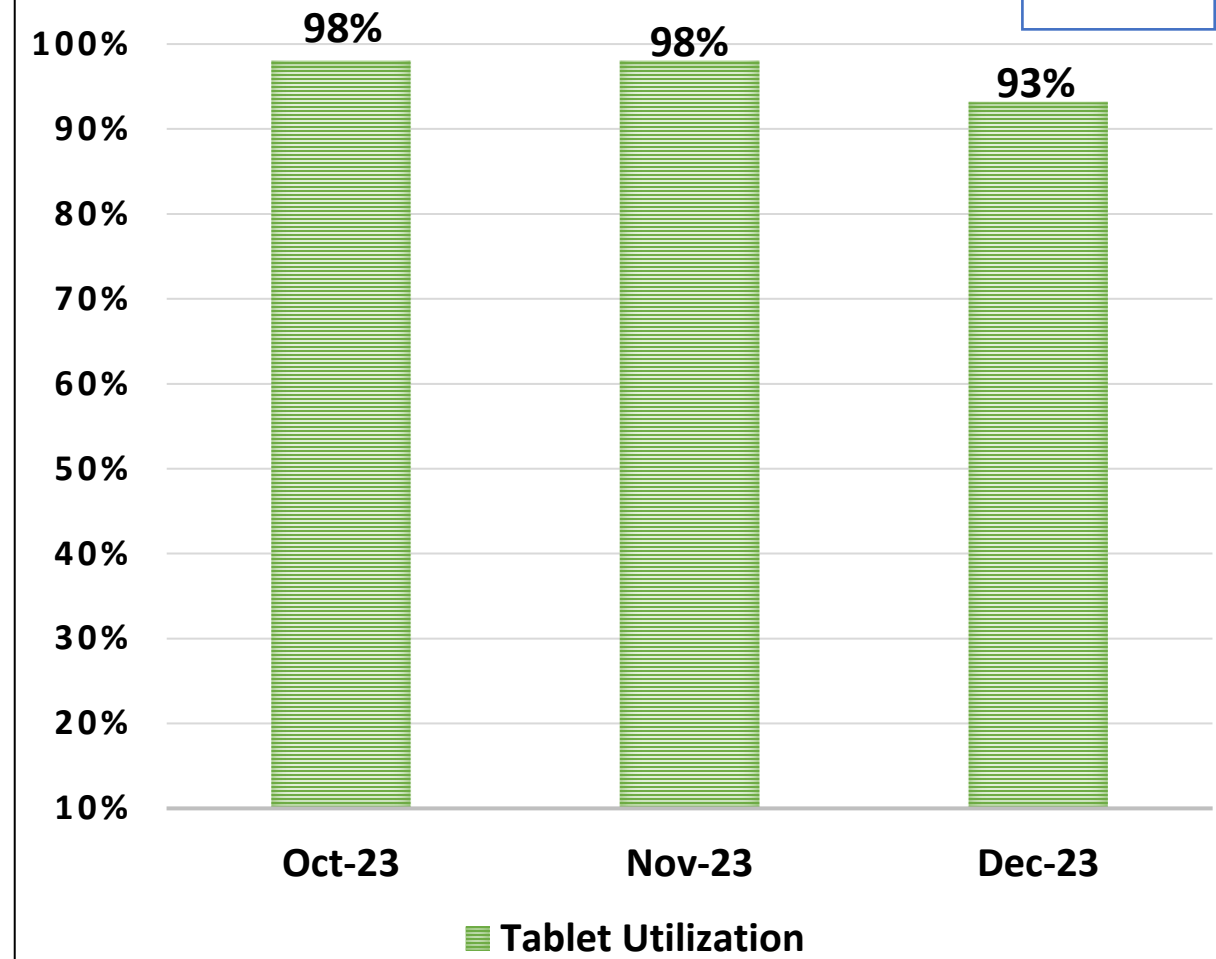
## Total Overall Cases Created vs % of Cases Resolved within SLA





### RUBICON - TABLET UTILIZATION MONTH-OVER-MONTH

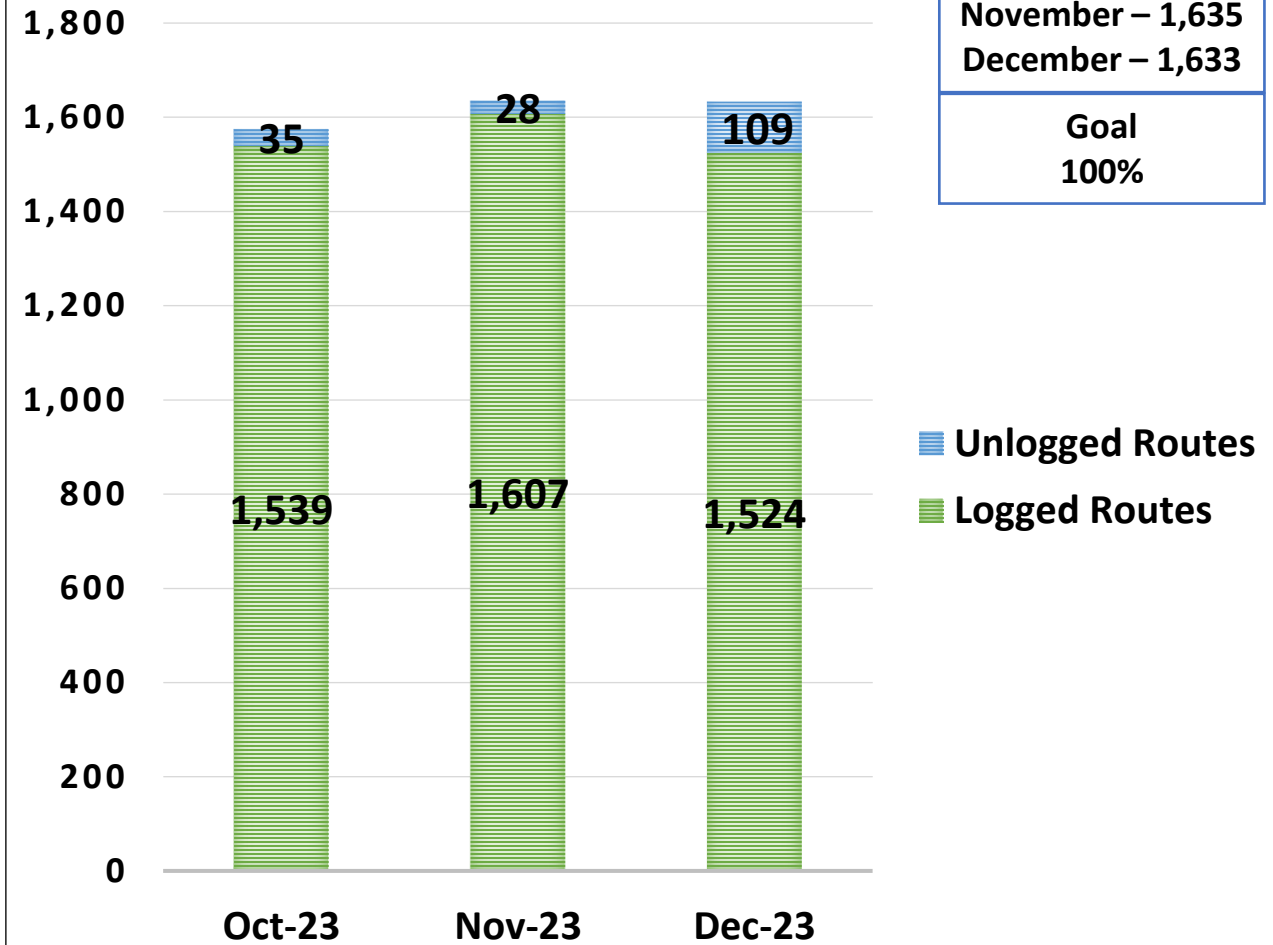
Goal  
85%



### ROUTE COMPLETION MONTH-OVER-MONTH

Total Routes  
 October – 1,574  
 November – 1,635  
 December – 1,633

Goal  
100%







**DPW**

DEPARTMENT OF PUBLIC WORKS

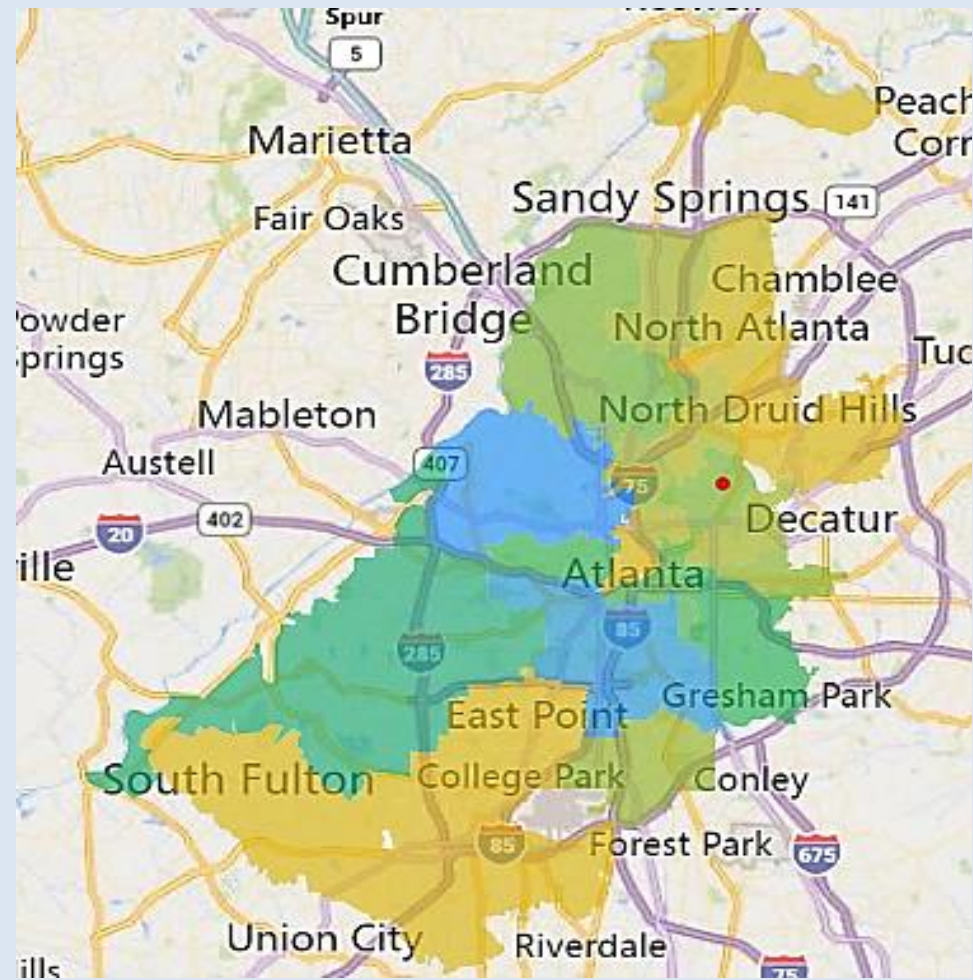
**SWS**

**OFFICE OF SOLID WASTE SERVICES**



# SOLID WASTE SERVICES PERFORMANCE BY ZIP CODE

October 2023 – December 2023



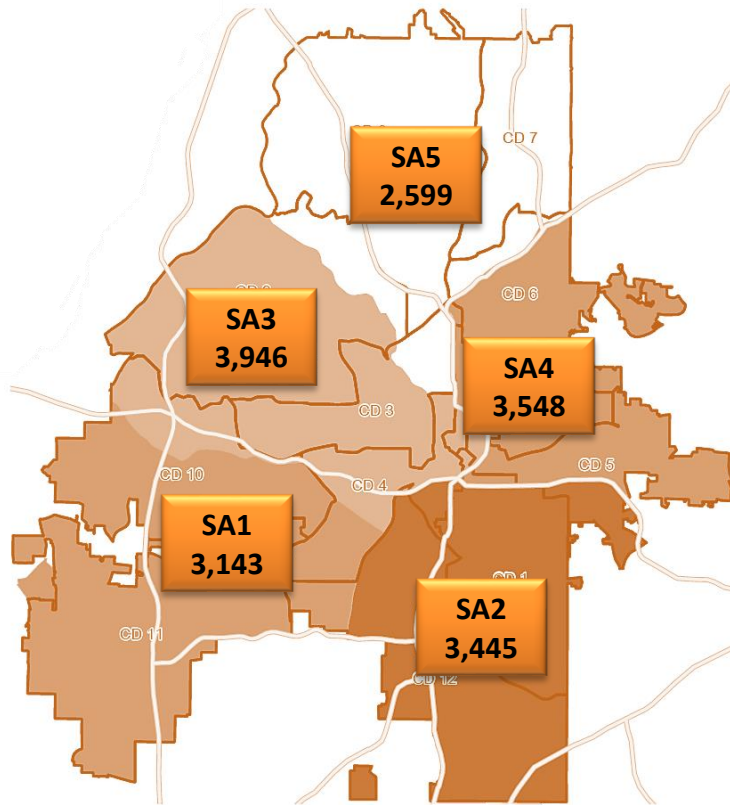
| OVERALL      |              |
|--------------|--------------|
| Zip          | # of Cases   |
| 30318        | 1564         |
| 30315        | 1401         |
| 30310        | 1373         |
| 30311        | 954          |
| 30331        | 923          |
| 30316        | 739          |
| 30314        | 698          |
| 30312        | 582          |
| 30305        | 453          |
| 30327        | 397          |
| 30306        | 393          |
| 30317        | 330          |
| 30354        | 283          |
| 30309        | 271          |
| 30307        | 236          |
| 30342        | 234          |
| 30308        | 187          |
| 30324        | 165          |
| 30319        | 60           |
| 30313        | 33           |
| 30303        | 24           |
| 30329        | 6            |
| 30363        | 6            |
| 30326        | 2            |
| 30344        | 2            |
| 30018        | 1            |
| 30033        | 1            |
| 30337        | 1            |
| 30349        | 1            |
| 30350        | 1            |
| <b>Total</b> | <b>11321</b> |

| SOLID WASTE  |             |
|--------------|-------------|
| Zip          | # of Cases  |
| 30310        | 312         |
| 30315        | 298         |
| 30318        | 257         |
| 30316        | 169         |
| 30312        | 145         |
| 30331        | 136         |
| 30311        | 127         |
| 30306        | 84          |
| 30354        | 77          |
| 30314        | 73          |
| 30305        | 69          |
| 30327        | 68          |
| 30309        | 58          |
| 30342        | 56          |
| 30317        | 52          |
| 30307        | 43          |
| 30308        | 42          |
| 30324        | 35          |
| 30319        | 25          |
| 30313        | 12          |
| 30363        | 1           |
| <b>Total</b> | <b>2139</b> |

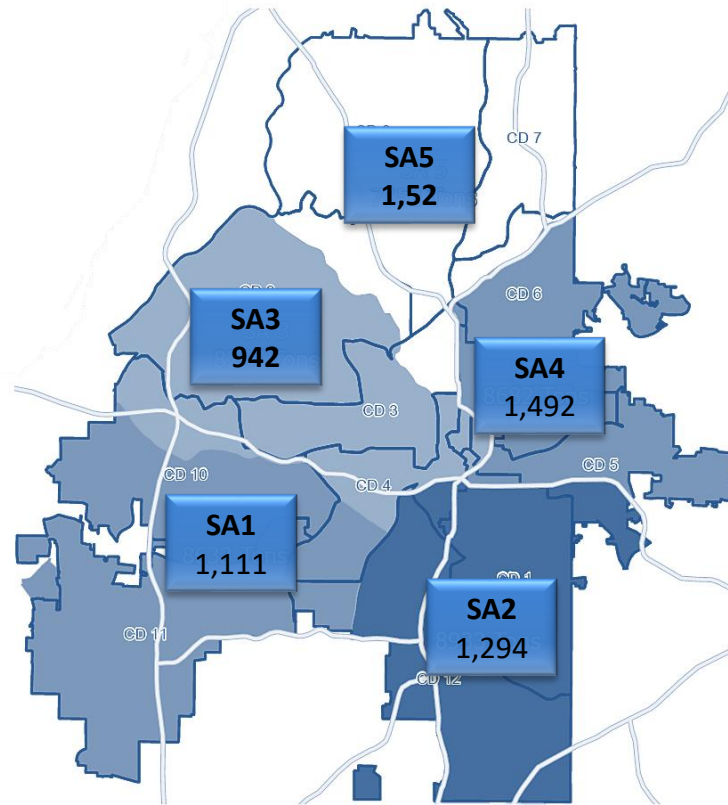
| SPECIAL OPS  |             |
|--------------|-------------|
| Zip          | # of Cases  |
| 30318        | 259         |
| 30311        | 172         |
| 30310        | 170         |
| 30314        | 154         |
| 30331        | 138         |
| 30315        | 126         |
| 30316        | 50          |
| 30306        | 40          |
| 30309        | 32          |
| 30327        | 32          |
| 30305        | 31          |
| 30312        | 30          |
| 30317        | 29          |
| 30307        | 28          |
| 30354        | 22          |
| 30308        | 17          |
| 30324        | 13          |
| 30303        | 7           |
| 30313        | 7           |
| 30342        | 6           |
| 30033        | 1           |
| 30344        | 1           |
| 30349        | 1           |
| 30350        | 1           |
| <b>Total</b> | <b>1367</b> |

| ALL BINS     |             |
|--------------|-------------|
| Zip          | # of Cases  |
| 30318        | 625         |
| 30310        | 531         |
| 30316        | 452         |
| 30315        | 441         |
| 30311        | 331         |
| 30312        | 321         |
| 30305        | 305         |
| 30327        | 262         |
| 30306        | 235         |
| 30317        | 224         |
| 30314        | 207         |
| 30309        | 160         |
| 30342        | 146         |
| 30307        | 144         |
| 30354        | 125         |
| 30308        | 91          |
| 30324        | 91          |
| 30319        | 27          |
| 30313        | 8           |
| 30363        | 5           |
| 30303        | 3           |
| 30326        | 2           |
| 30329        | 1           |
| <b>Total</b> | <b>5093</b> |

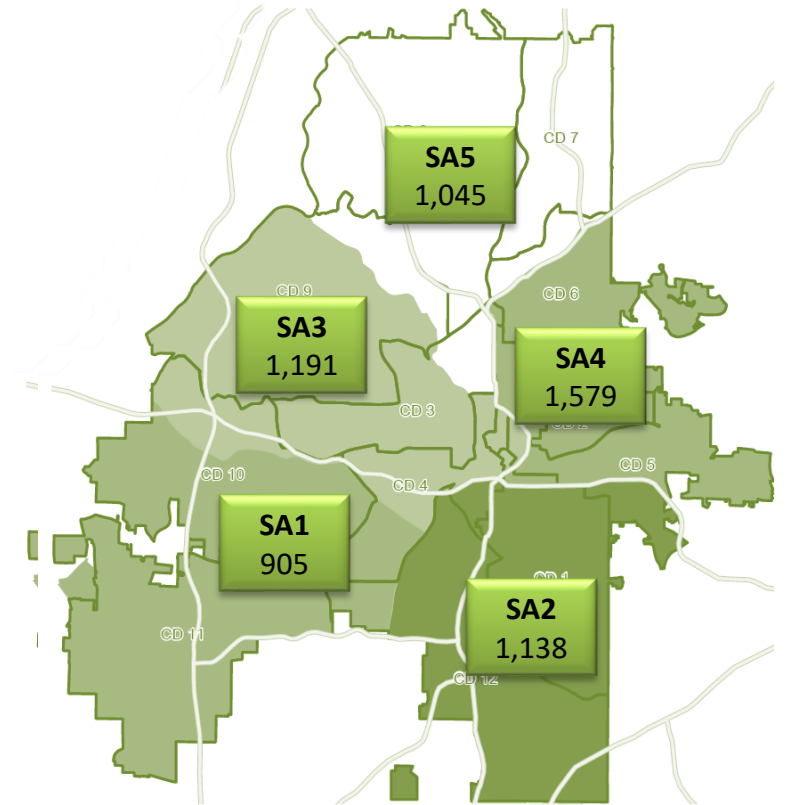
| SWEET        |             |
|--------------|-------------|
| Zip          | # of Cases  |
| 30315        | 430         |
| 30310        | 267         |
| 30311        | 242         |
| 30318        | 209         |
| 30331        | 186         |
| 30314        | 165         |
| 30312        | 62          |
| 30316        | 60          |
| 30354        | 47          |
| 30327        | 33          |
| 30305        | 32          |
| 30306        | 28          |
| 30308        | 24          |
| 30307        | 21          |
| 30324        | 20          |
| 30309        | 18          |
| 30317        | 18          |
| 30342        | 15          |
| 30313        | 6           |
| 30319        | 5           |
| 30329        | 1           |
| <b>Total</b> | <b>1895</b> |



| GARBAGE TONNAGE |        |
|-----------------|--------|
| FY24 Q1         | 15,345 |
| FY24 Q2         | 17,686 |



| RECYCLE TONNAGE |       |
|-----------------|-------|
| FY24 Q1         | 4,879 |
| FY24 Q2         | 5,009 |

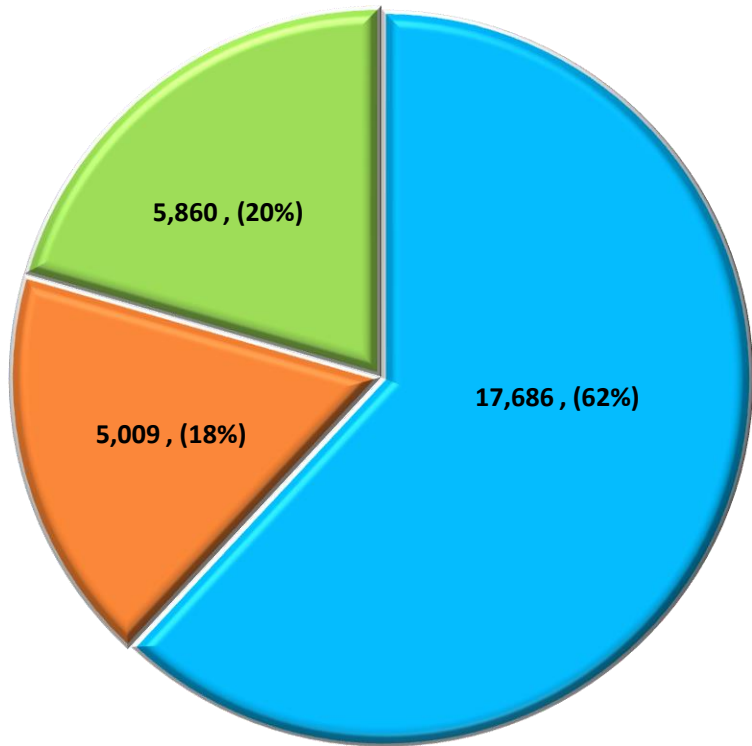


| YARD TRIMMING TONNAGE |       |
|-----------------------|-------|
| FY24 Q1               | 4,407 |
| FY24 Q2               | 5,860 |



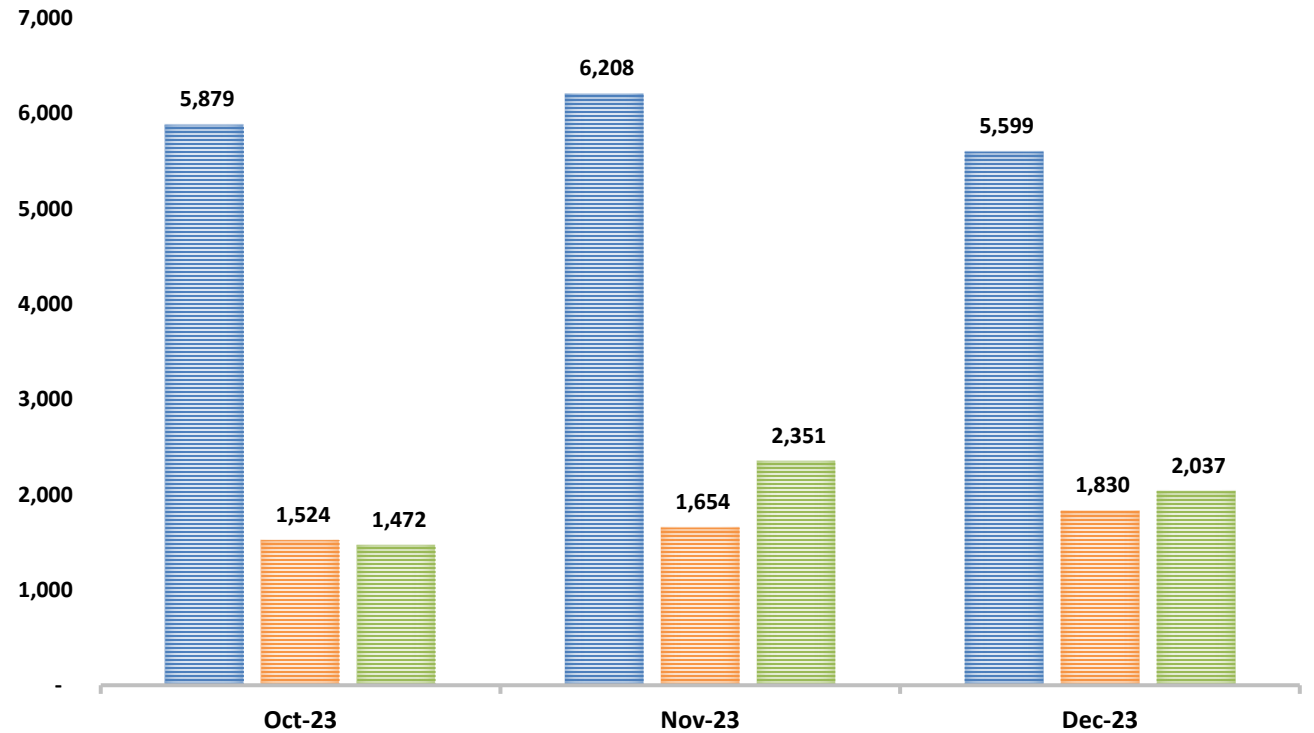


### TOTAL SOLID WASTE TONNAGE BY SERVICE



■ Garbage  
 ■ Recycling  
 ■ Yard Trimmings

### SOLID WASTE TONNAGE

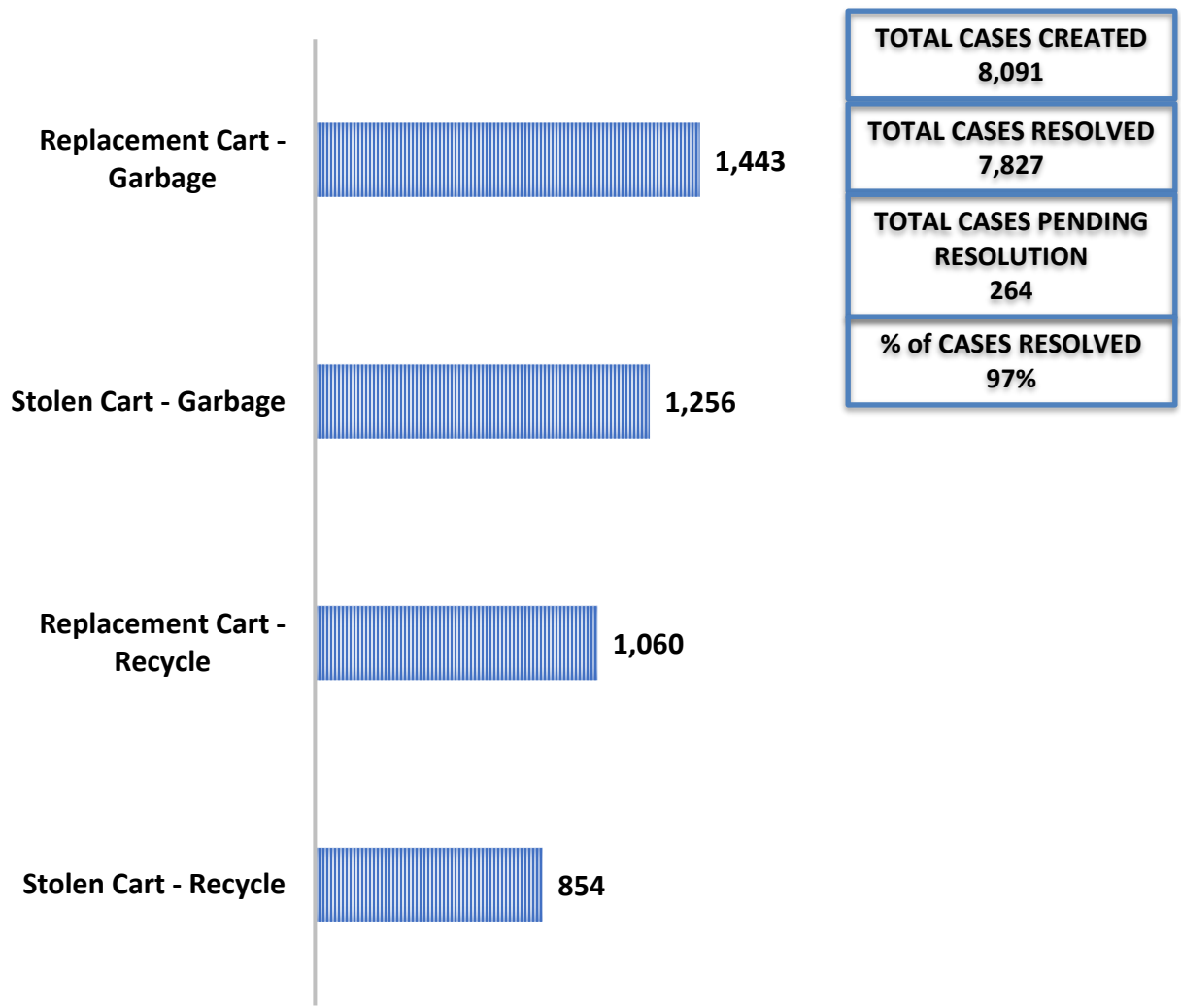


■ Garbage  
 ■ Recycling  
 ■ Yard Trimmings

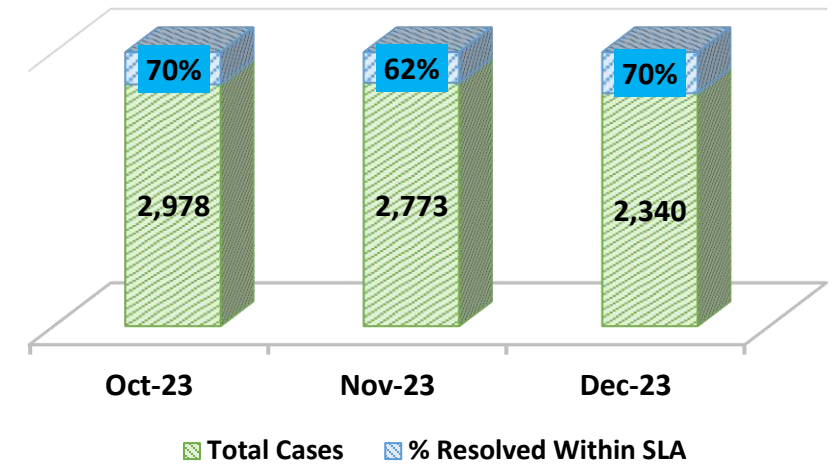


# SPECIAL OPS COLLECTION PERFORMANCE METRICS

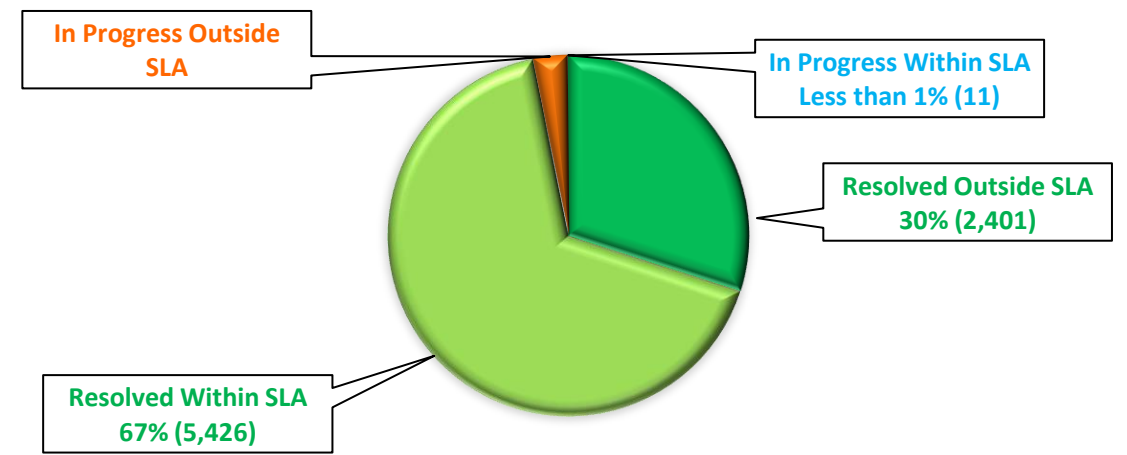
## TOP 4 REQUESTED SERVICES – SPECIAL OPS OCTOBER 2023 – DECEMBER 2023



## Total SPECIAL OPS Cases Created vs % of Cases Resolved within SLA

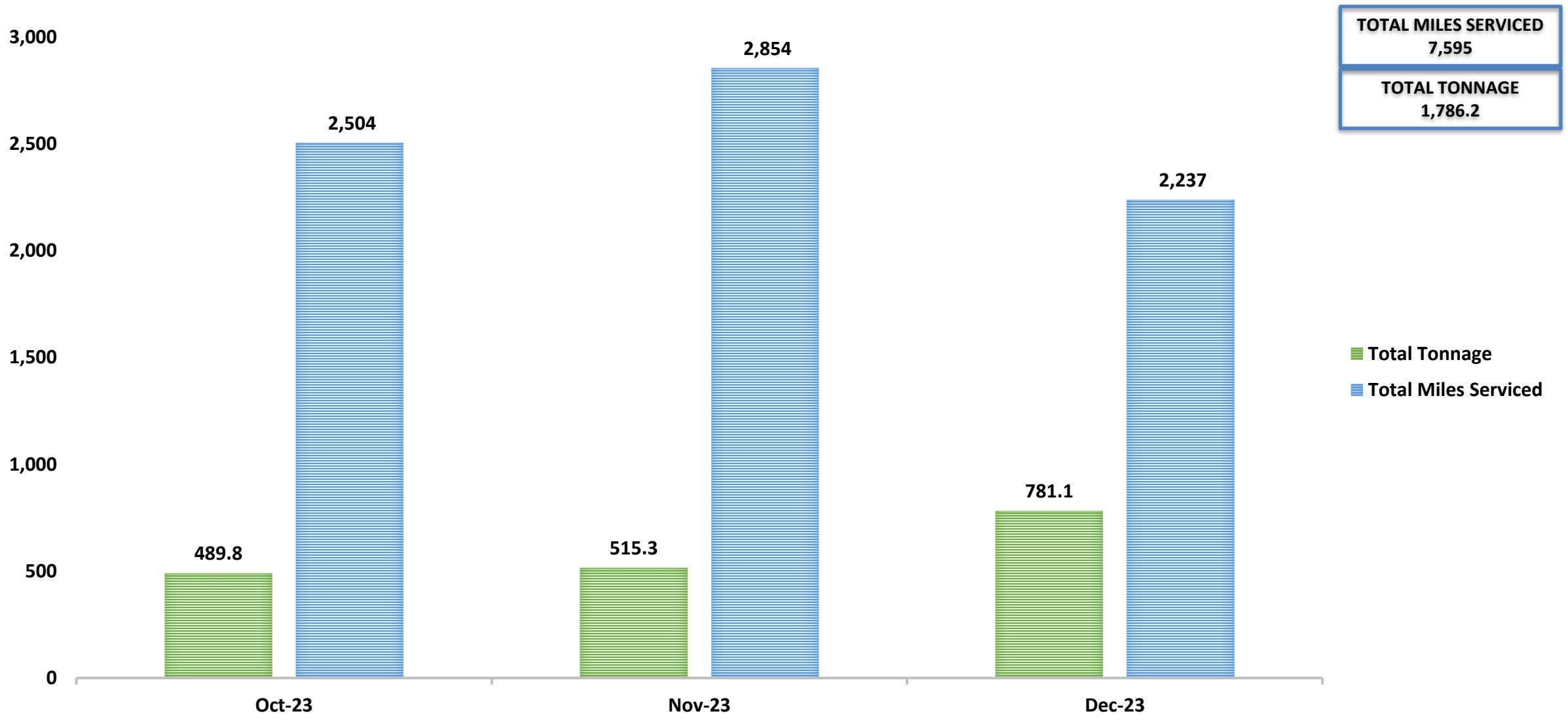


## OVERALL % OF SPECIAL OPS CASES BY SLA OCTOBER 2023 - DECEMBER 2023

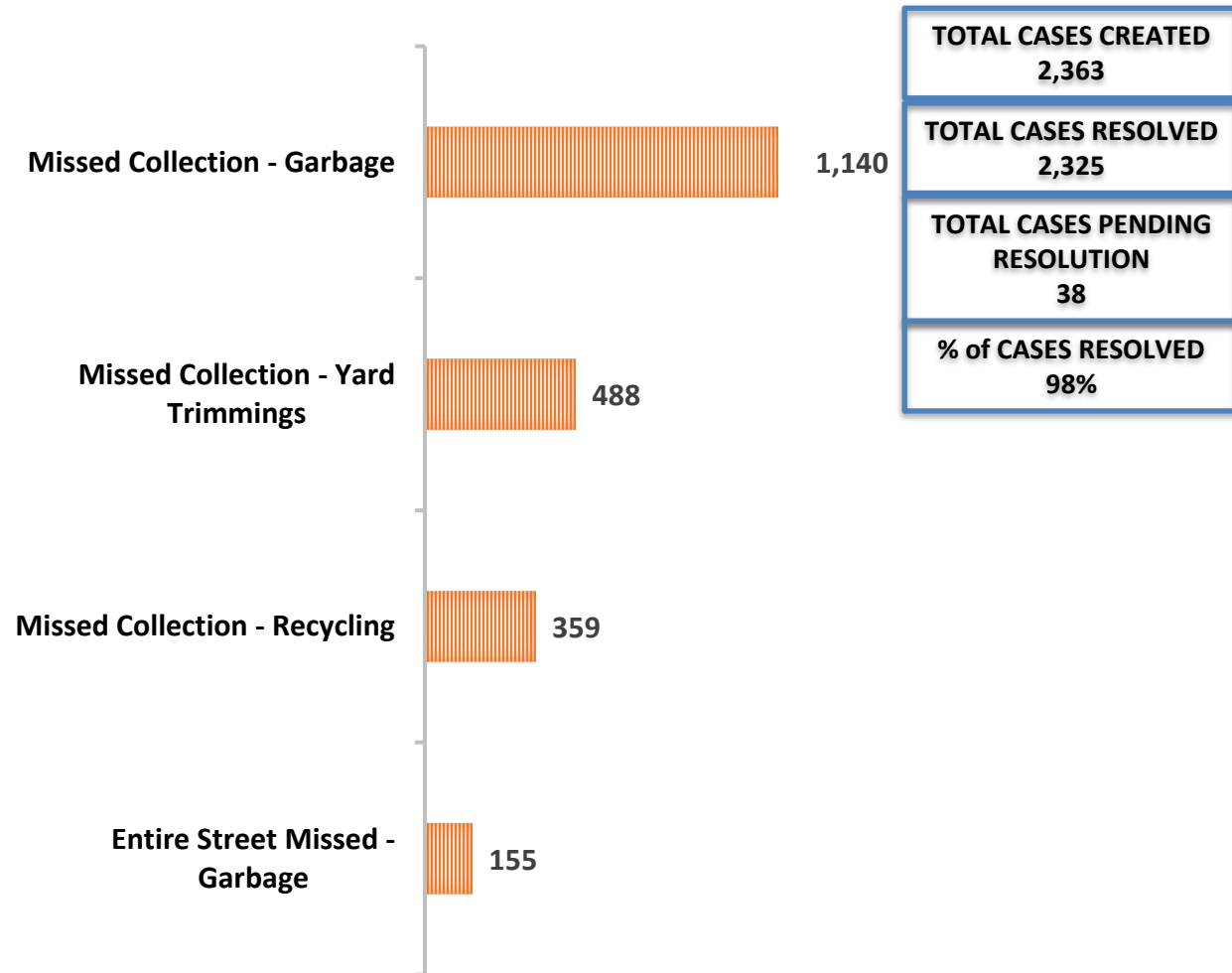


# SPECIAL OPS: STREET SWEEPING METRICS

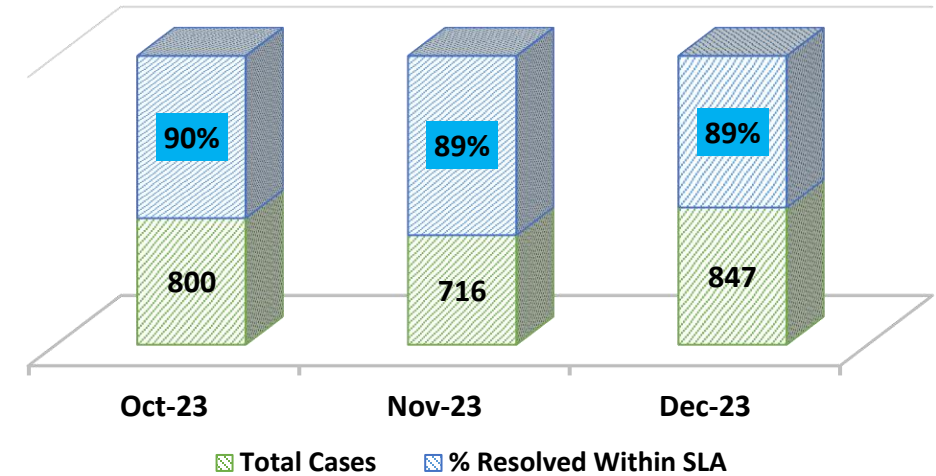
**STREET SWEEPING TOTAL TONNAGE & MILES  
OCTOBER 2023 – DECEMBER 2023**



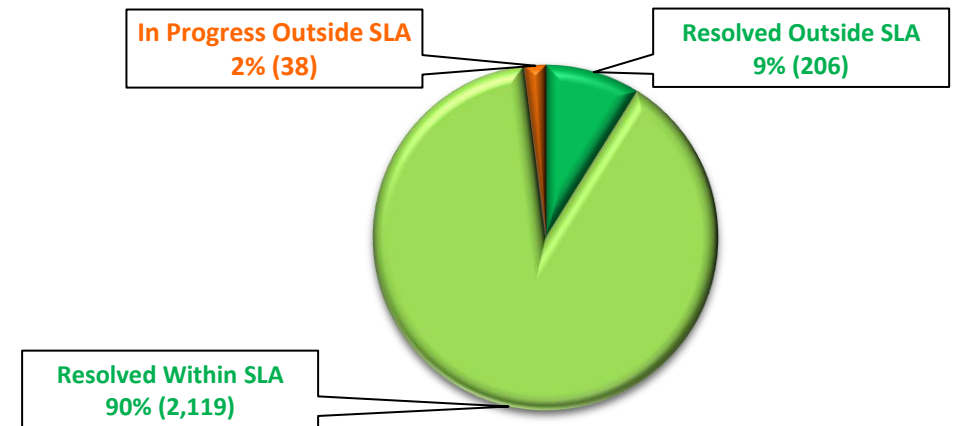
## TOP 4 REQUESTED SERVICES – SOLID WASTE OCTOBER 2023 – DECEMBER 2023



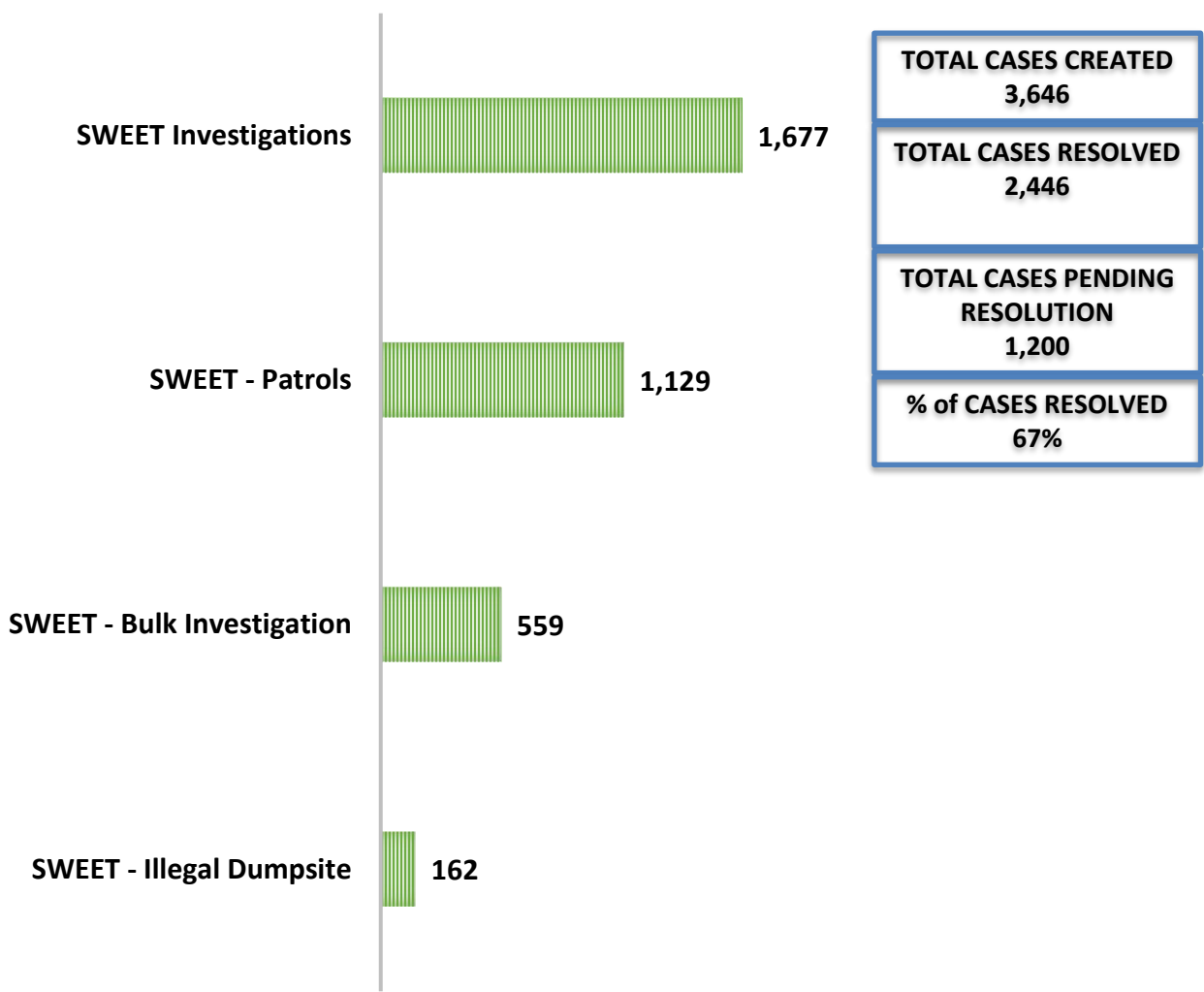
## Total SOLID WASTE Cases Created vs % of Cases Resolved within SLA



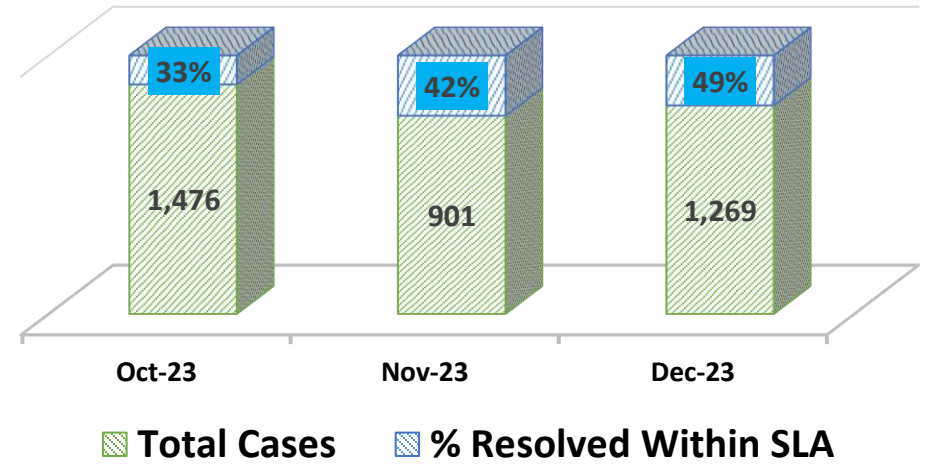
## Overall % OF SOLID WASTE CASES BY SLA OCTOBER 2023 - DECEMBER 2023



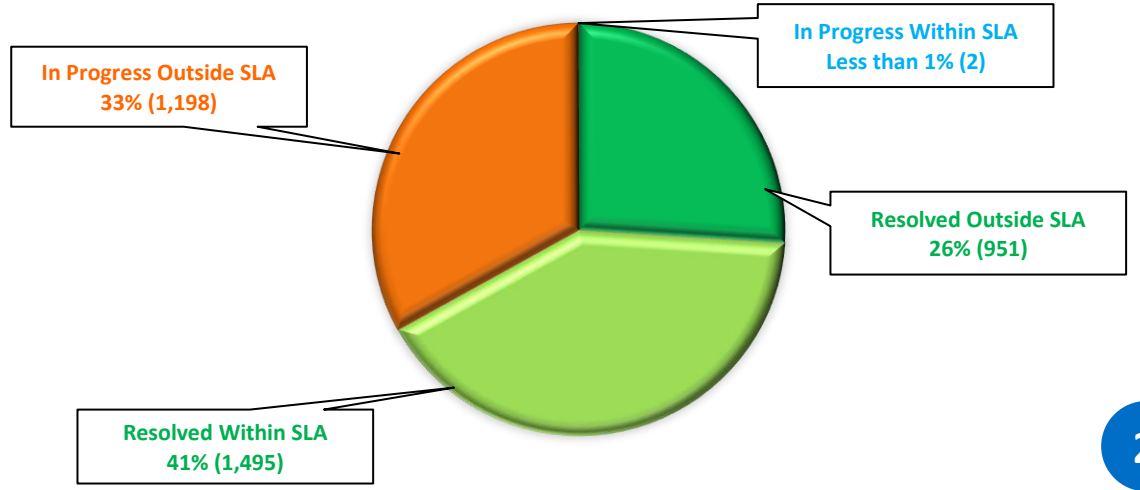
## TOP 4 REQUESTED SERVICES – SWEET OCTOBER 2023 – DECEMBER 2023



## Total SWEET Cases Created vs % of Cases Resolved within SLA



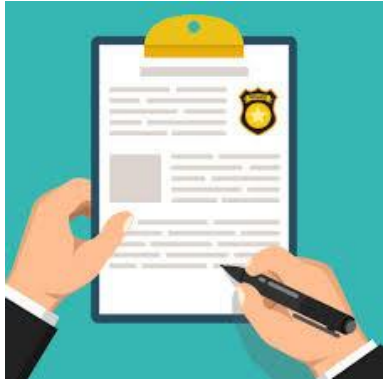
## OVERALL % OF SWEET CASES BY SLA OCTOBER 2023 - DECEMBER 2023







**3,194**  
Total Inspections Performed



**156**  
Dumpsite Inspections



**950**  
Proactive Cases



**131**  
Illegal Dumping Inspections

**469**  
Re-Inspections



**1,527**  
311 Inspections



**DPW**

DEPARTMENT OF PUBLIC WORKS

**BULK**

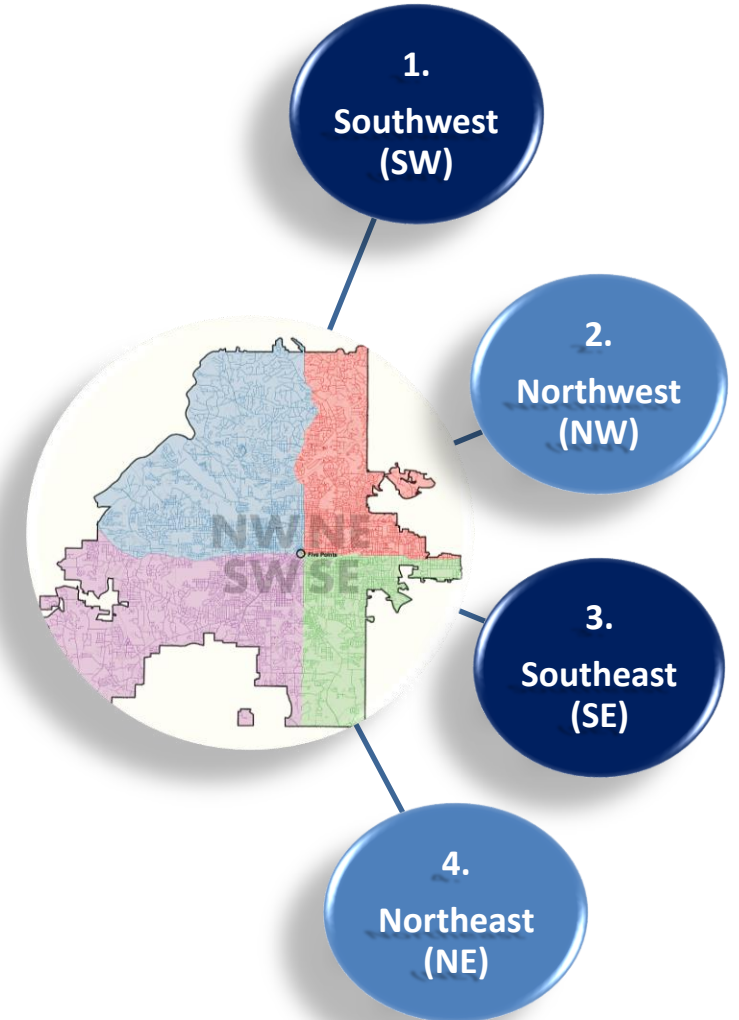
**COLLECTIONS**



## MOST REQUESTED BULK ITEMS



## MOST REQUESTS BY AREA



8,108

- TOTAL BULK REQUESTS FULFILLED

October – 467 tons

November – 430 tons

December – 385 tons



**DPW**

DEPARTMENT OF PUBLIC WORKS

**KABC**

**KEEP ATLANTA BEAUTIFUL COMMISSION**





## COMMUNITY CLEANUPS

| Q2           | Events    | Volunteers | Volunteer Hours | Miles Cleaned | Tons Collected |
|--------------|-----------|------------|-----------------|---------------|----------------|
| October      | 15        | 330        | 538             | 16.9          | 4              |
| November     | 9         | 60         | 80              | 5.1           | 1              |
| December     | 7         | 34         | 51.5            | 2.9           | .4             |
| <b>Total</b> | <b>35</b> | <b>310</b> | <b>428</b>      | <b>26.5</b>   | <b>3.47</b>    |





**DPW**

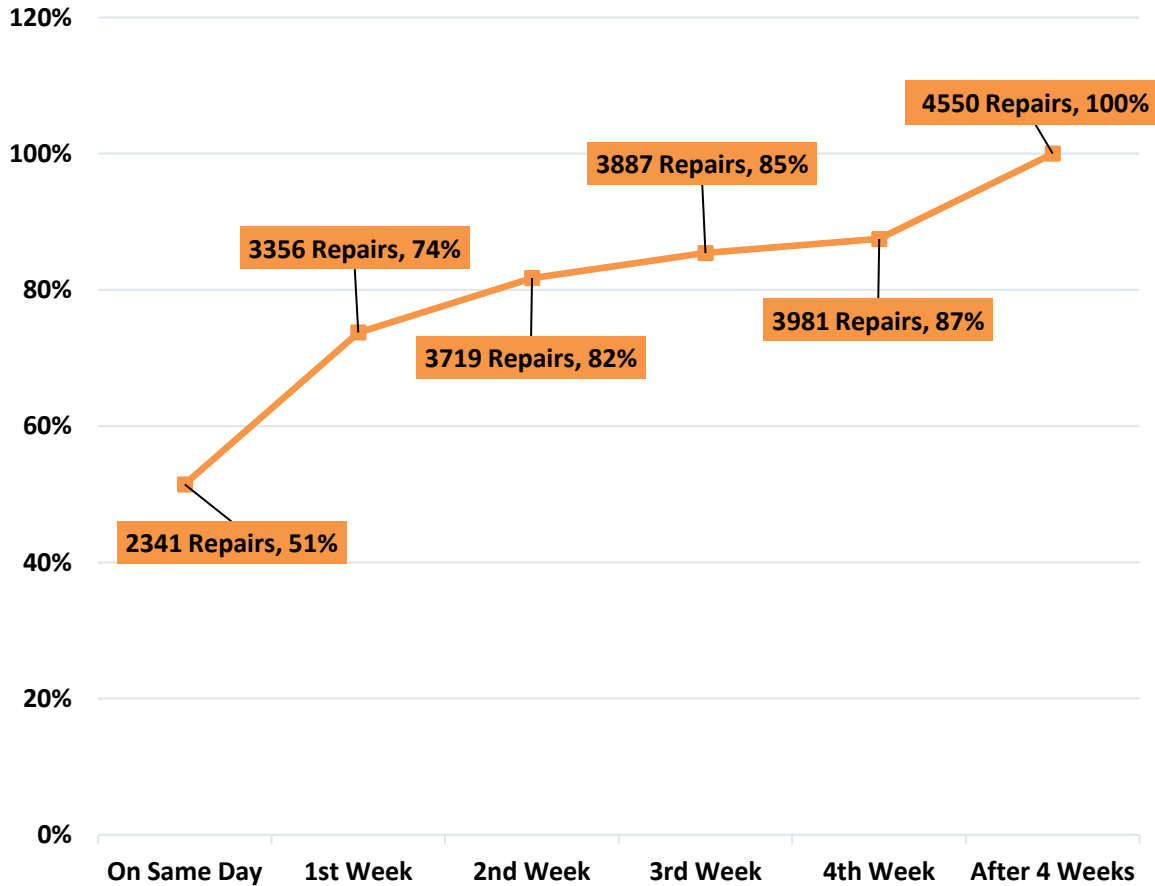
DEPARTMENT OF PUBLIC WORKS

**OFS**

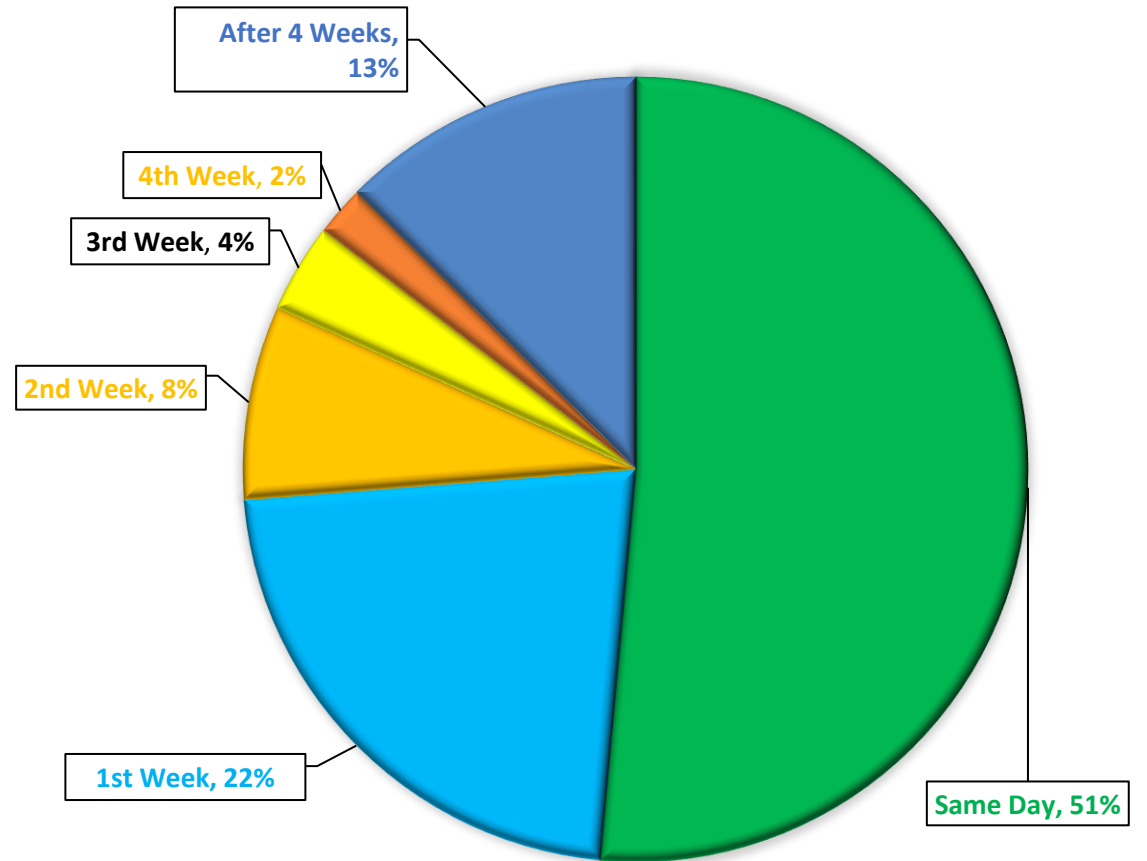
**OFFICE OF FLEET SERVICES**



### CUMULATIVE COA INTERNAL REPAIRS COMPLETED (October 2023 - December 2023)

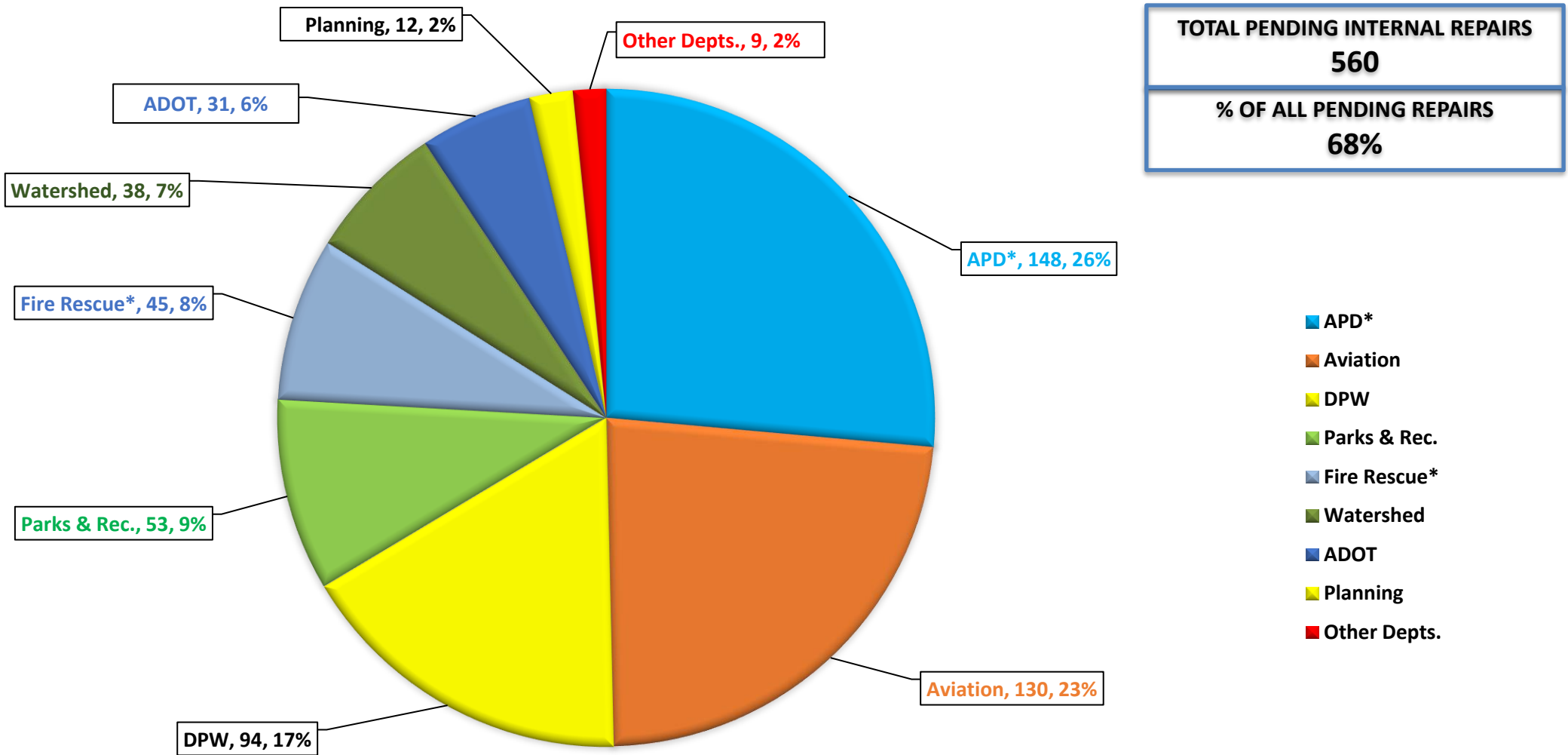


### % - COA INTERNAL REPAIRS COMPLETED BY WEEK (October 2023 - December 2023)



# FLEET VEHICLES PENDING INTERNAL REPAIRS

**INTERNAL COA PENDING REPAIRS BY DEPARTMENT**  
(Status Date: January 31, 2024)

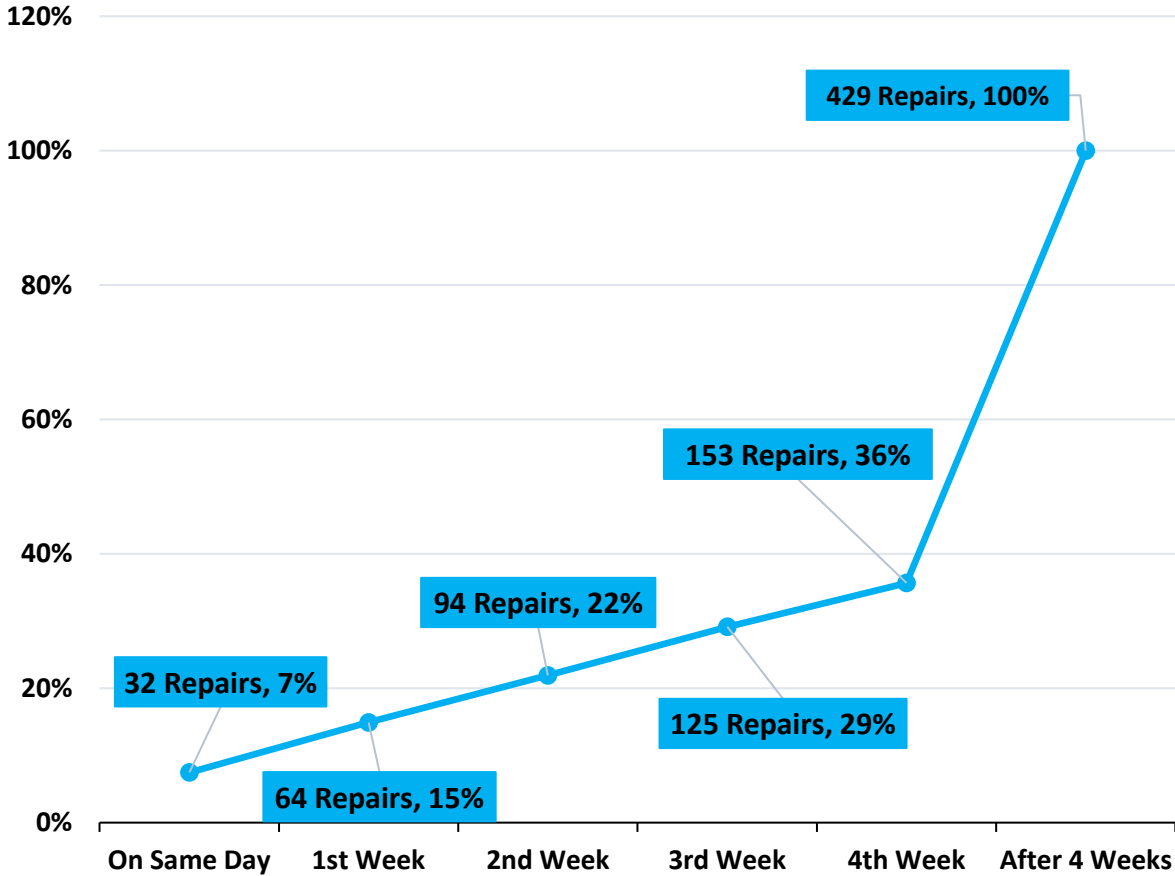


\* Department includes Airport safety vehicles (Police and Fire Rescue)

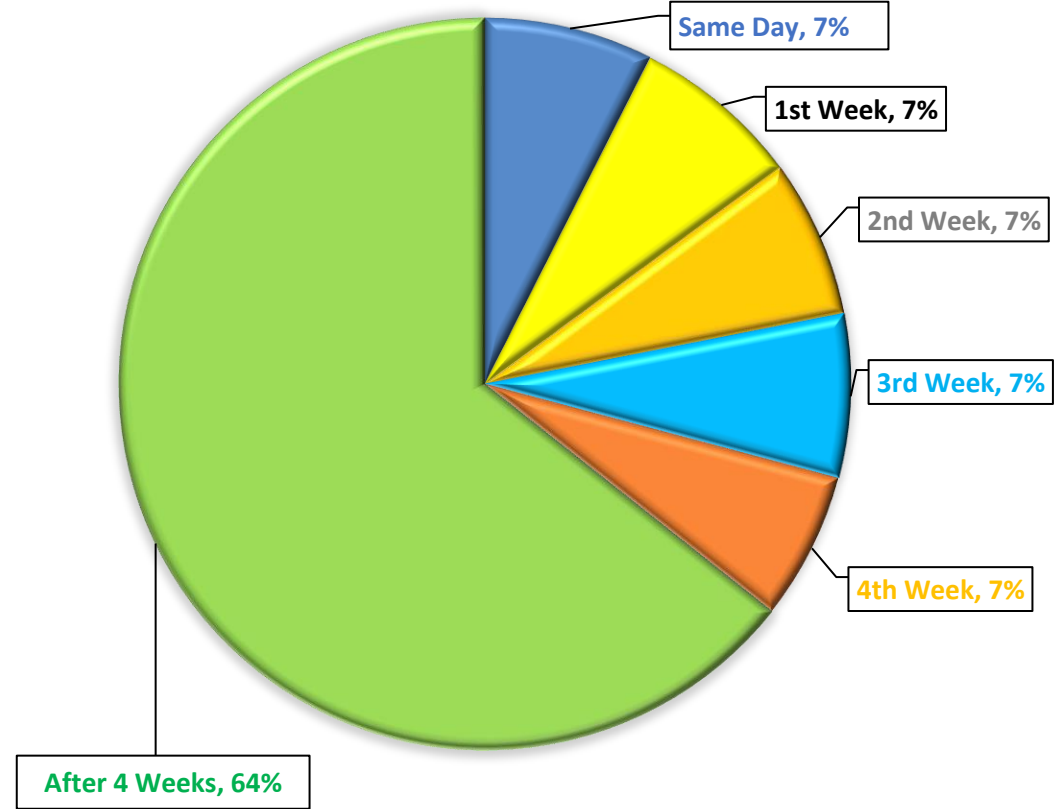




### CUMULATIVE COMMERCIAL REPAIRS COMPLETED (October 2023 - December 2023)

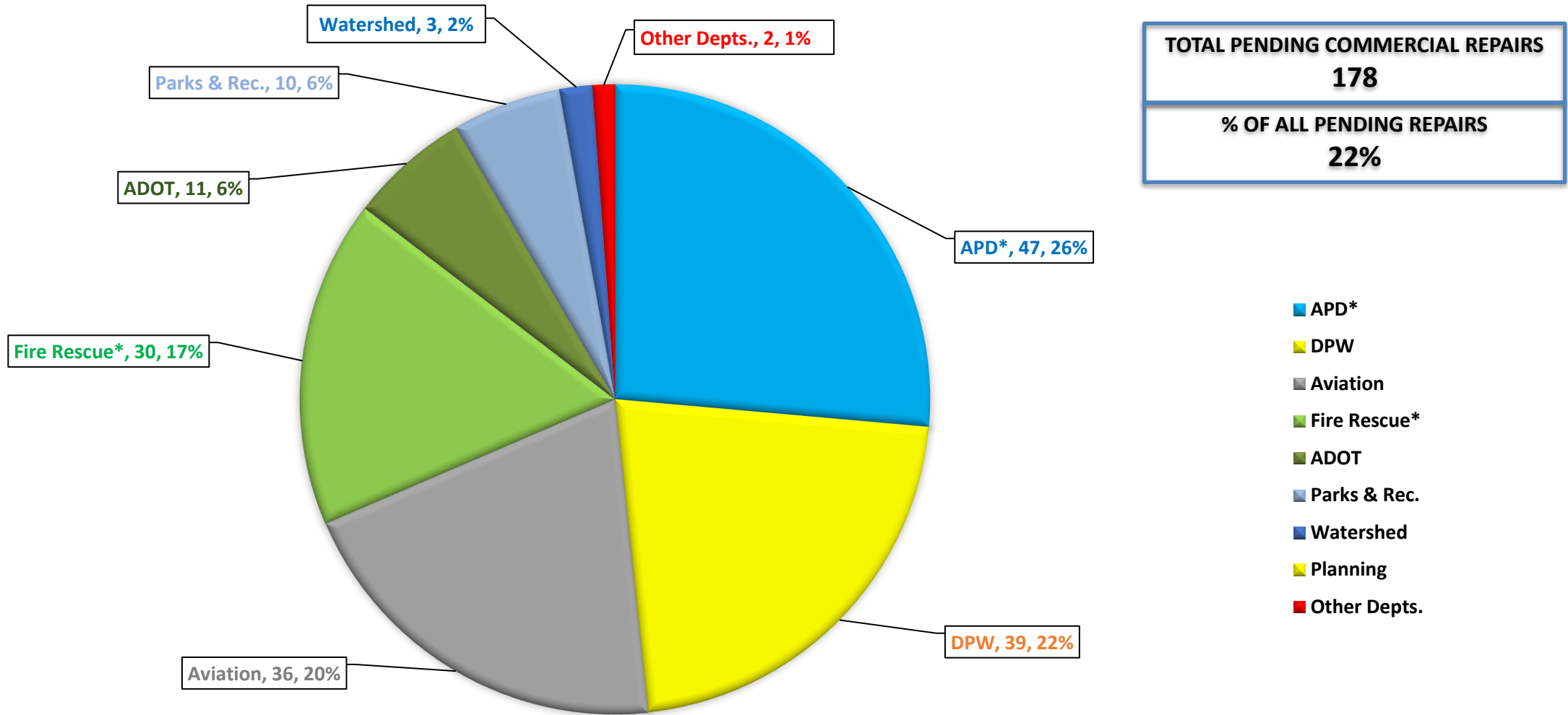


### % - COMMERCIAL REPAIRS COMPLETED BY WEEK (October 2023 - December 2023)



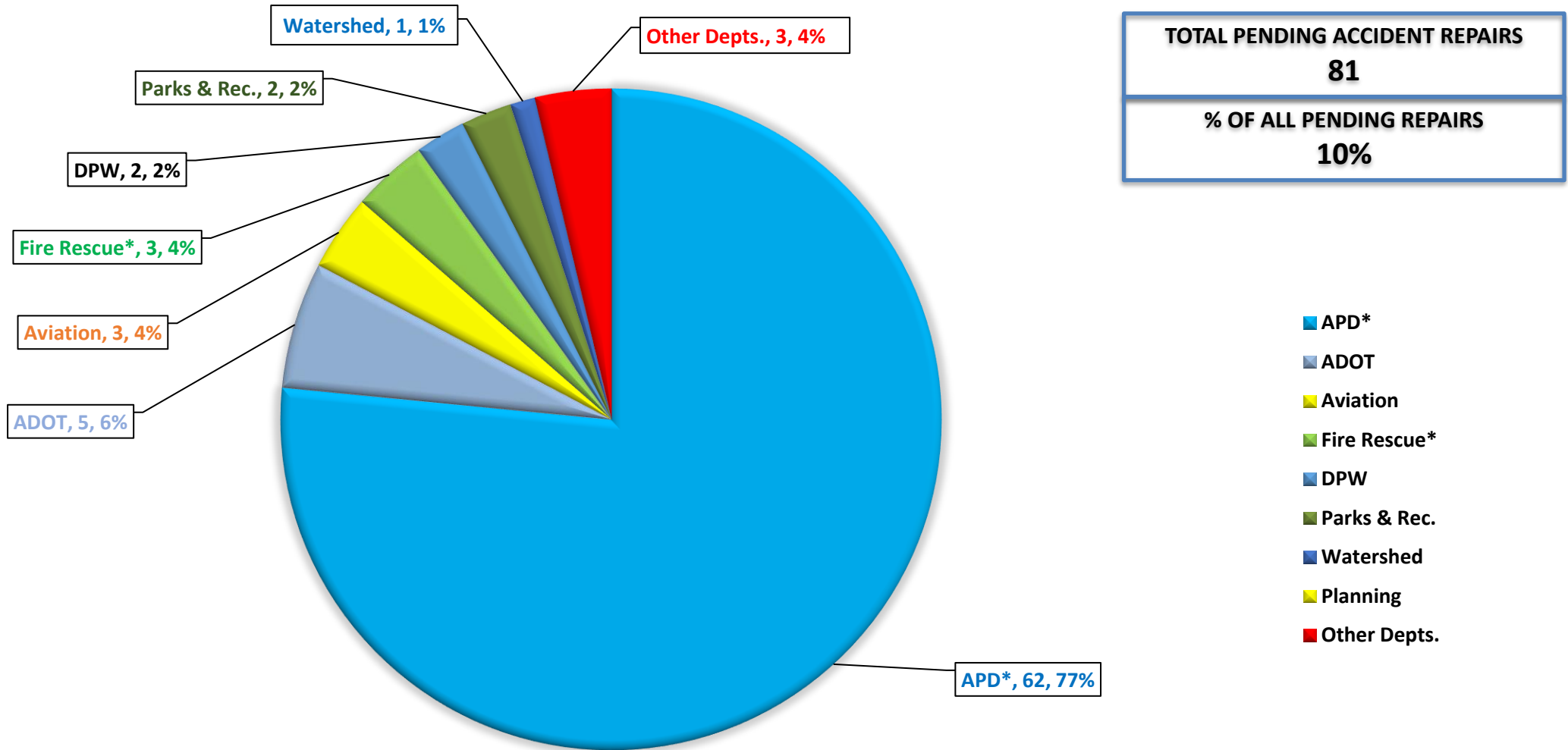
# FLEET VEHICLES PENDING COMMERCIAL REPAIRS

**COMMERCIAL PENDING REPAIRS BY DEPARTMENT**  
(Status Date: January 31, 2024)



\* Department includes Airport safety vehicles (Police and Fire Rescue)

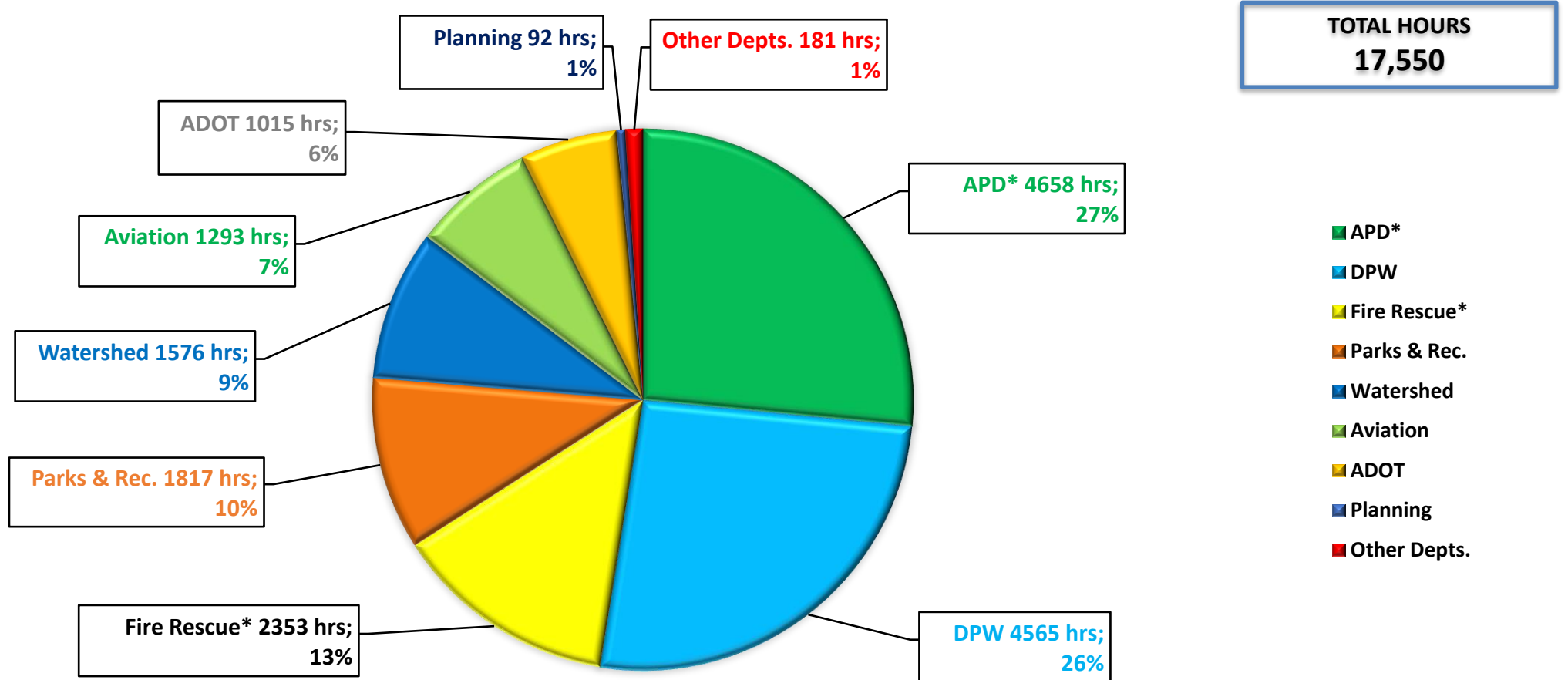
## COMMERCIAL PENDING ACCIDENT REPAIRS BY DEPARTMENT (Status Date: January 31, 2024)



\* Department includes Airport safety vehicles (Police and Fire Rescue)



## TOTAL HOURS SPENT MAINTAINING VEHICLES/EQUIPMENT BY DEPARTMENT (OCTOBER 2023 – DECEMBER 2023)

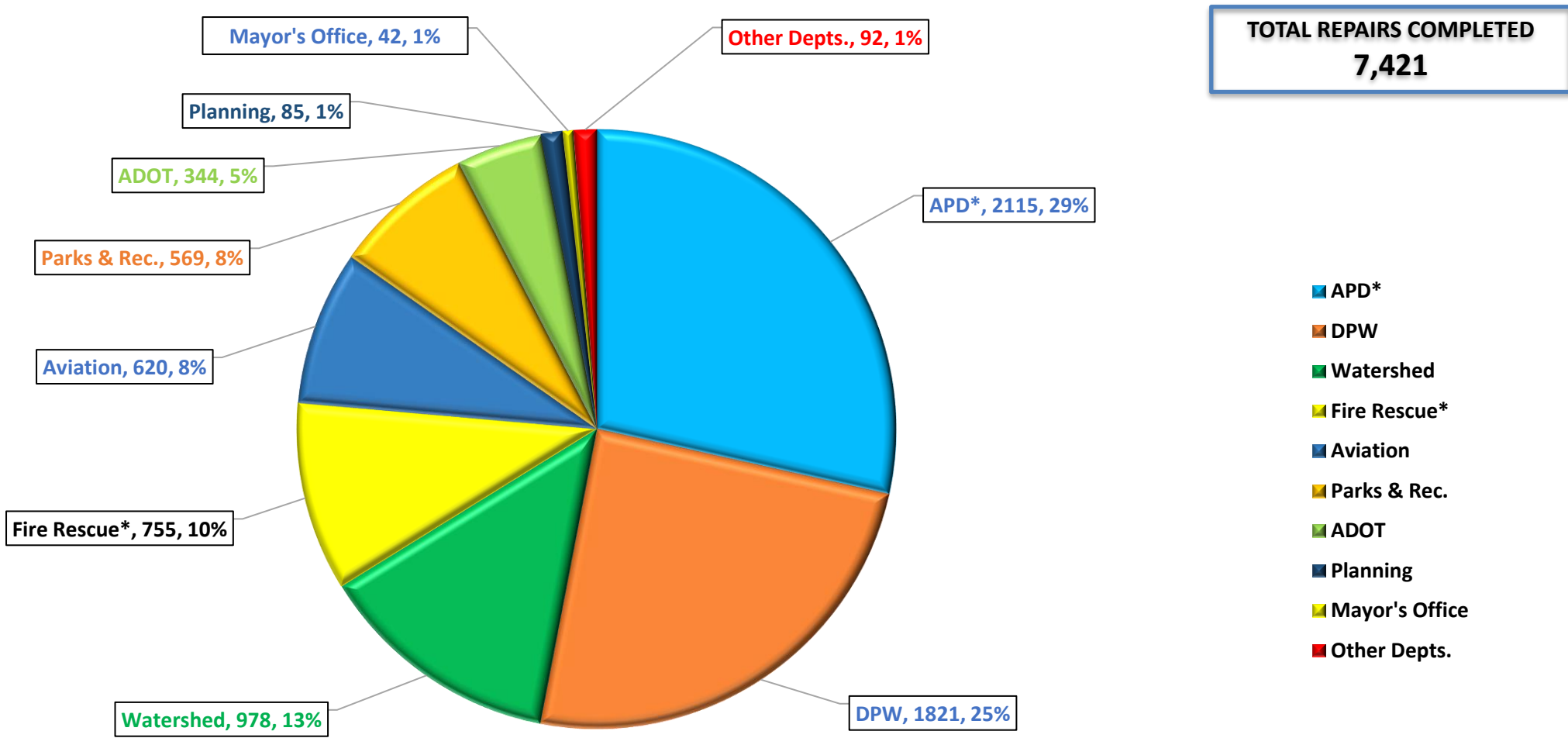


\* Department includes Airport safety vehicles (Police and Fire Rescue)





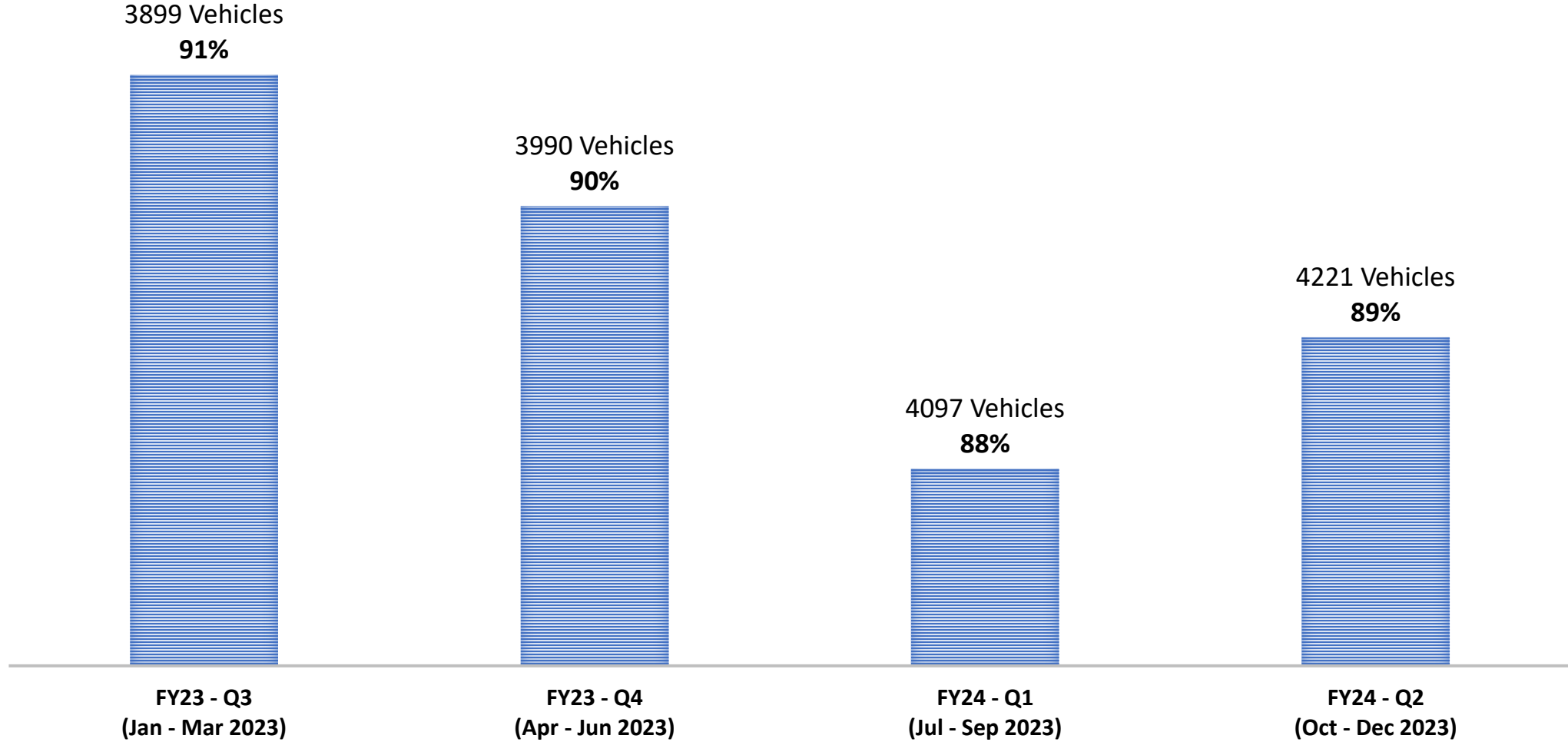
## NUMBER OF COMPLETED REPAIRS BY DEPARTMENT



\* Department includes Airport safety vehicles (Police and Fire Rescue)

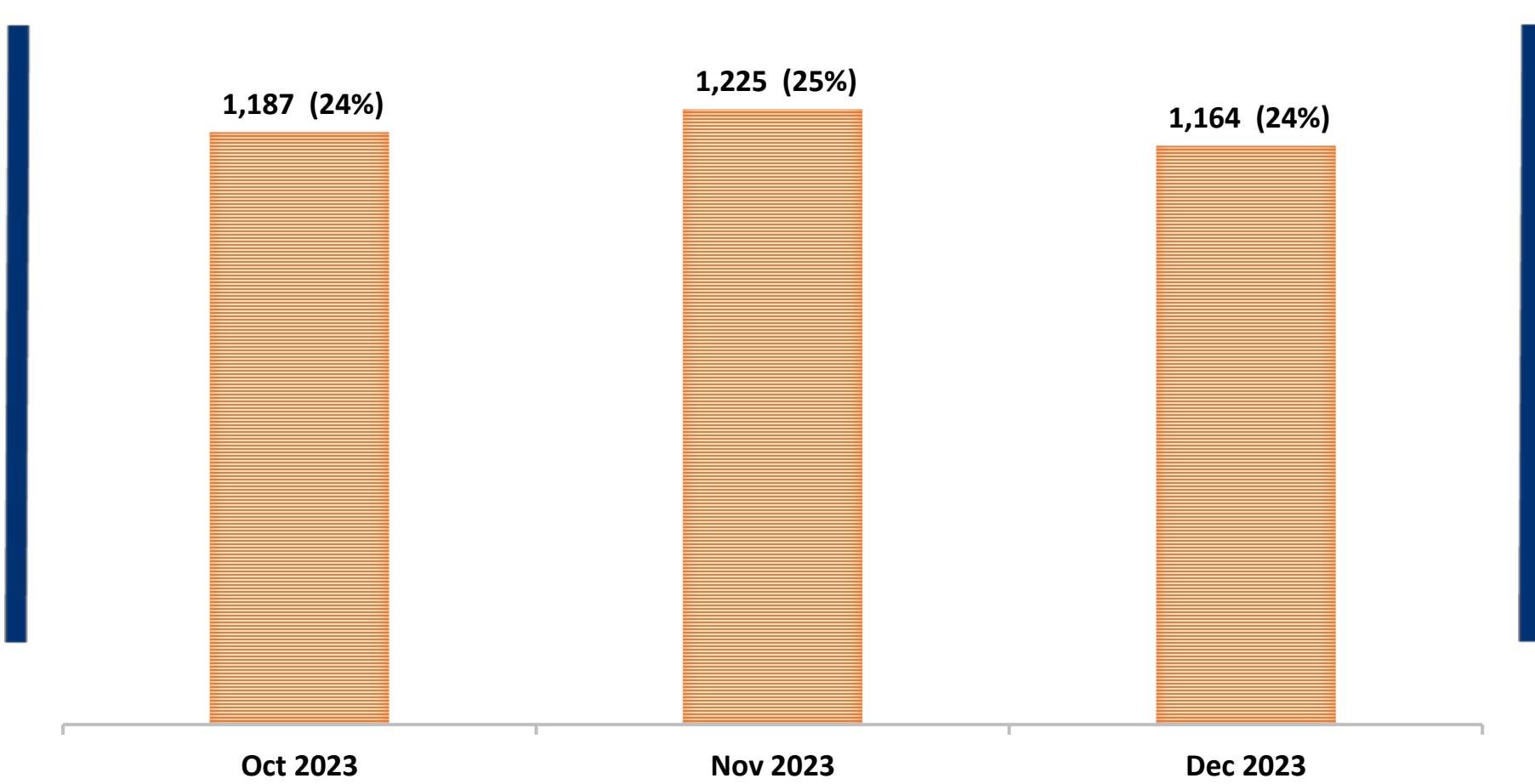


## Citywide Fleet Availability





### NUMBER OF PMS MISSED AND % FROM TOTAL ASSIGNED UNITS (OCTOBER 2023 – DECEMBER 2023)

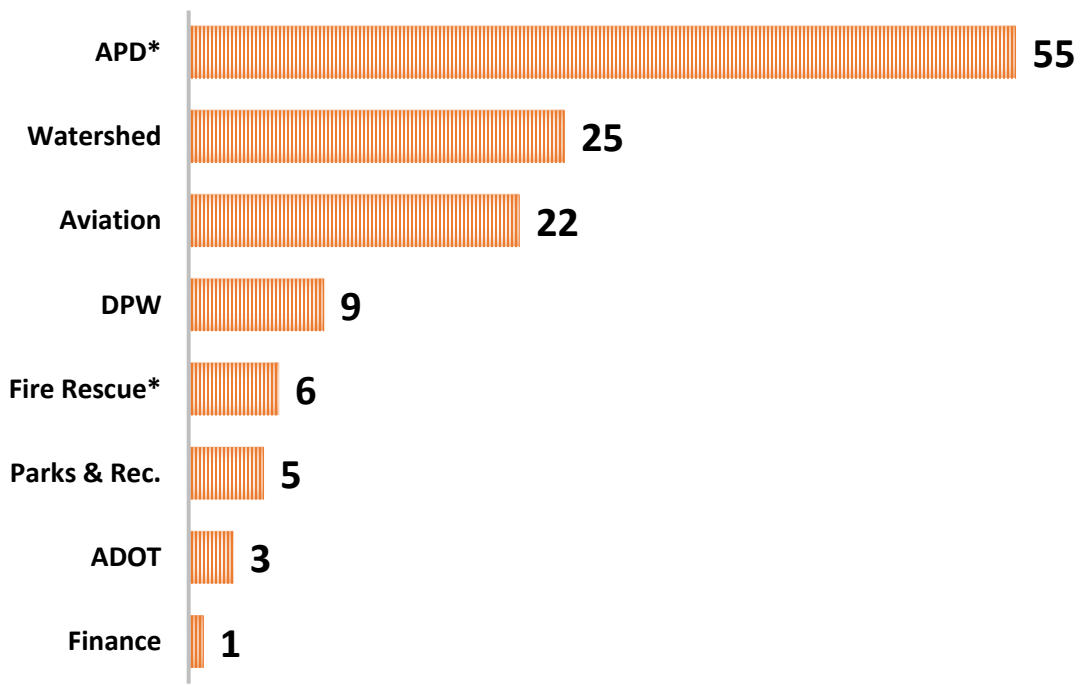


|                                |              |
|--------------------------------|--------------|
| Average Units Assigned for PM  | <b>4,895</b> |
| Average Units Scheduled for PM | <b>1,853</b> |
| Average Units Missing PM       | <b>1,192</b> |
| Average % of PMs Missed        | <b>24%</b>   |



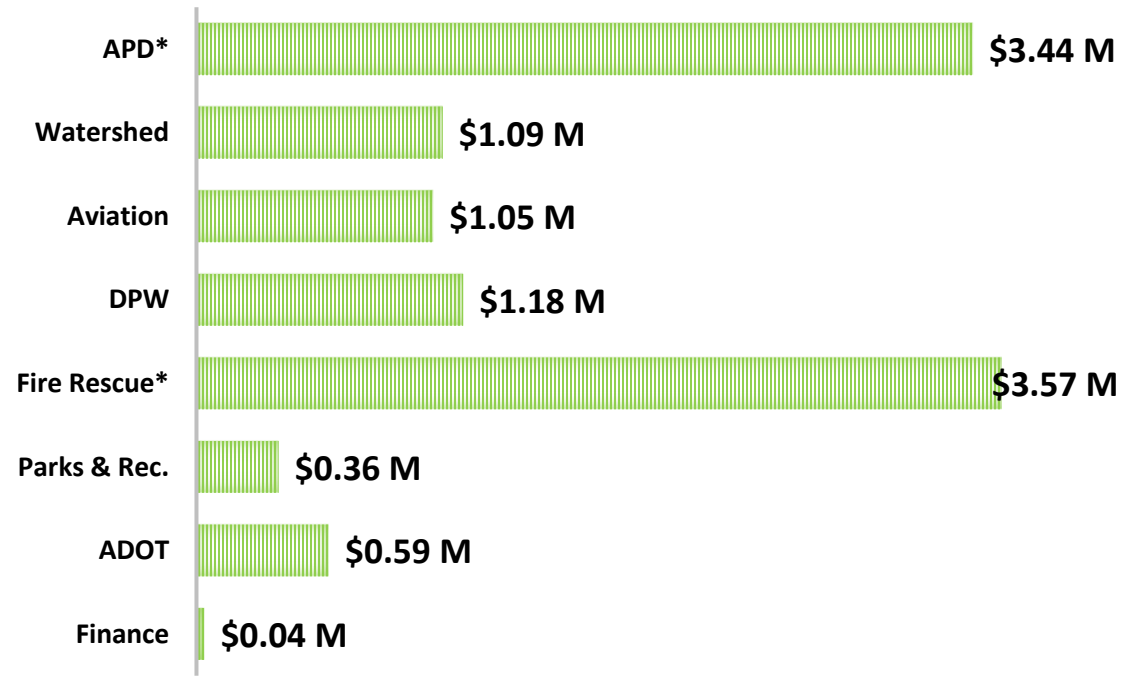
## # OF VEHICLES RECEIVED FROM VENDORS (OCTOBER 2023 – DECEMBER 2023)

|                                    |            |
|------------------------------------|------------|
| <b>Total Vehicles</b>              | <b>126</b> |
| <b>Total Vehicles Last Quarter</b> | <b>181</b> |



## COST OF VEHICLES RECEIVED FROM VENDORS (OCTOBER 2023 – DECEMBER 2023)

|                                |                  |
|--------------------------------|------------------|
| <b>Total Cost</b>              | <b>\$11.32 M</b> |
| <b>Total Cost Last Quarter</b> | <b>\$15.92 M</b> |



\* Department includes Airport safety vehicles (Police and Fire Rescue)





**DPW**

DEPARTMENT OF PUBLIC WORKS

# **SAFETY DIVISION**



## OCTOBER

- Total Accidents - 14
- Preventable - 9

## NOVEMBER

- Total Accidents - 18
- Preventable - 7

## DECEMBER

- Total Accidents - 20
- Preventable - 8



# 473

## TOTAL TRAINING HOURS New Hire Safety Trainings (NEST)

# 207

## GENERAL SAFETY TRAINING

# 140

## CERTIFIED FLAGGER TRAINING

# 126

## CERTIFIED DEFENSIVE DRIVER

**WEEKLY SAFETY MESSAGE**  
REPORTING ACCIDENTS INCIDENTS • INJURIES

**ZIGZAGGING IS PROHIBITED**  
DO NOT CROSS DOUBLE YELLOW LINES

DO NOT PLACE CITY VEHICLES ON THE WRONG SIDE OF THE STREET  
DO NOT CROSS DOUBLE YELLOW LINES WHILE OPERATING CITY VEHICLES OR EQUIPMENT  
FIND ANOTHER ROUTE  
EMPLOYEES ARE PROHIBITED FROM CROSSING DOUBLE YELLOW LINES TO RETRIEVE HERBIES  
ZIGZAGGING IS AGAINST THE LAW

**DANGERS:**  
ZIGZAGGING ENDANGERS THE LIVES OF EMPLOYEES AND CITIZENS  
PLACES THE VEHICLE INTO ONCOMING TRAFFIC  
INCREASES THE CHANCES FOR A HEAD ON COLLISION

**REMEMBER, SAFETY IS THE BEST PRACTICE**  
Department of Public Works Safety and Training Division  
For all after-hour emergencies, contact the after-hour Duty Officer at (404) 387-8185.  
Contact (404) 546-1499 to report all accidents.

**WEEKLY SAFETY MESSAGE**  
REPORTING ACCIDENTS INCIDENTS • INJURIES

**PRE AND POST-TRIP INSPECTIONS**

**CHECK THE LOCKING PIN**  
Make sure the locking pin is intact and secure in between the operating lever and handle.

**CHECK THE PRESSURE GAUGE**  
Examine where the gauge needle is. A needle within the Green Zone is good. A needle in the Red Zone means that the extinguisher is depressurized and warrants a recharge.

**REMEMBER, SAFETY IS THE BEST PRACTICE**  
Department of Public Works Safety and Training Division  
For all after-hour emergencies, contact the after-hour Duty Officer at (404) 387-8185.  
Contact (404) 546-1499 to report all accidents.

**Weekly Safety Message**  
Reporting Accidents • Incidents • Injuries

**IMPORTANT INCLEMENT WEATHER SAFETY TIPS FOR EMPLOYEES**

DO NOT DRIVE THROUGH STANDING WATER (Turn Around, find another route).

AVOID DRIVING UNDER LOW HANGING POWER LINES AND TREE LIMBS.

MAINTAIN THREE POINTS OF CONTACT WHEN CLIMBING ON/OFF VEHICLES AND EQUIPMENT.

DO NOT STAND OR PARK UNDER LEANING TREES OR LOW HANGING.

BE AWARE OF FLYING DEBRIS DURING PERIODS OF HIGH WIND.

**REMEMBER, SAFETY IS THE BEST PRACTICE**  
Department of Public Works Safety and Training Division  
For all after-hour emergencies, contact the after-hour Duty Officer at (404) 387-8185.  
Contact (404) 546-1499 to report all accidents.





## Classroom Training



|                  |   |    |
|------------------|---|----|
| Total Students   | → | 33 |
| Permits Received | → | 16 |
| Awaiting Testing | → | 17 |



## Road/Skills: Training & Testing



|                             |   |    |
|-----------------------------|---|----|
| Total Students              | → | 15 |
| CDL Certifications Received | → | 14 |
| Awaiting Testing            | → | 0  |





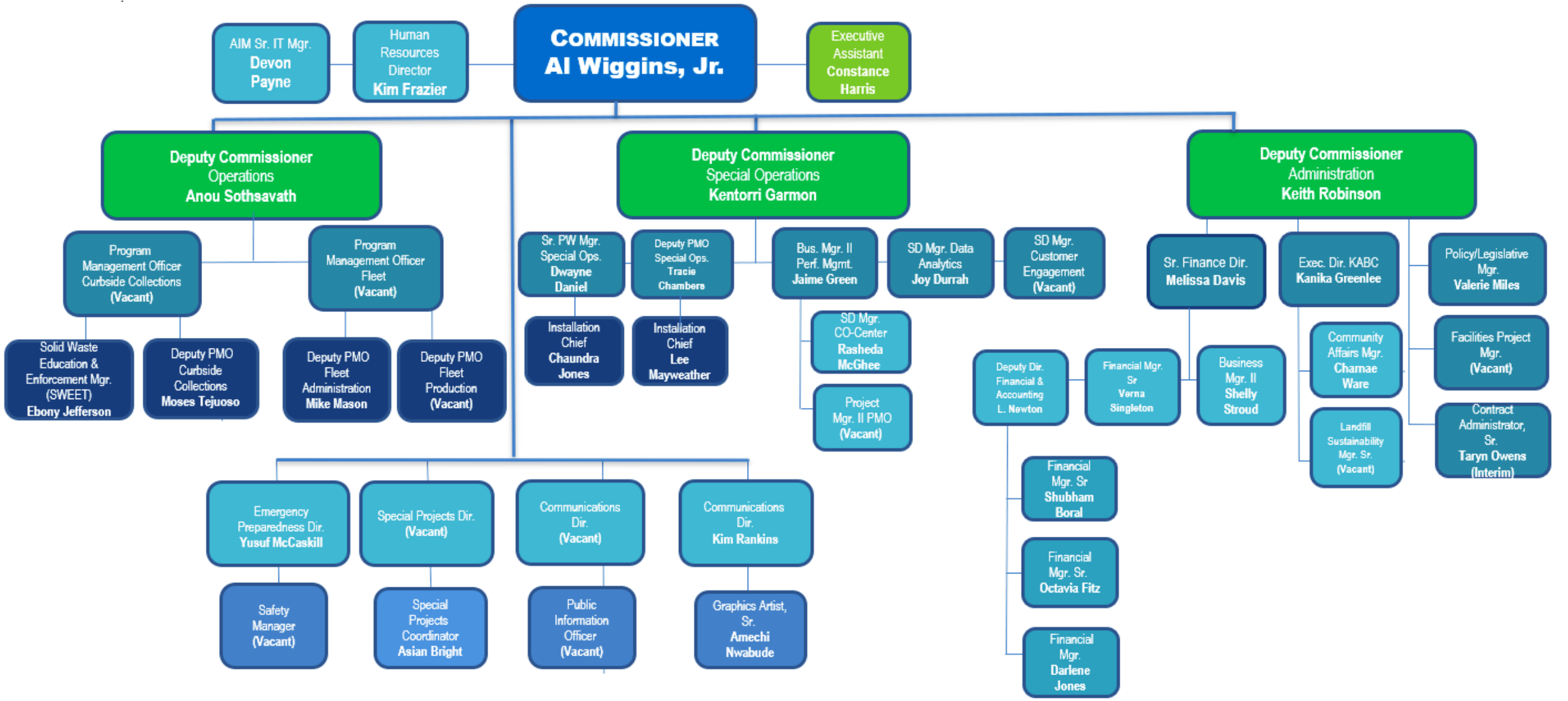
**DPW**

DEPARTMENT OF PUBLIC WORKS

**HR**

**HUMAN RESOURCES**







| Total Positions | *Positions Filled | Positions Not Filled | % Filled |
|-----------------|-------------------|----------------------|----------|
| 713             | 537               | 176                  | 75%      |

### Overall Percentage Filled by Department

| DEPARTMENT                     | Filled | Vacant | Allocated | % Filled |
|--------------------------------|--------|--------|-----------|----------|
| Office of Commissioner         | 35     | 26     | 61        | 57%      |
| Office of Solid Waste Services | 393    | 84     | 477       | 82%      |
| Office of Fleet Services       | 109    | 66     | 175       | 62%      |



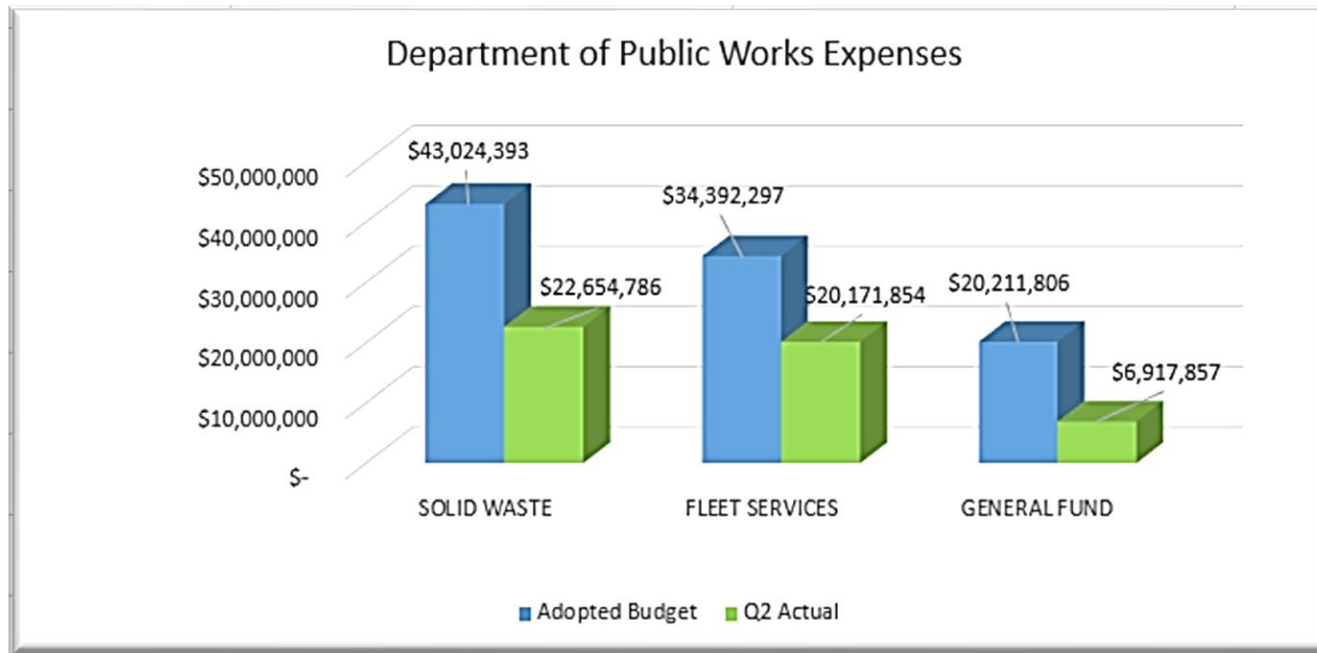
**DPW**

DEPARTMENT OF PUBLIC WORKS

# **FINANCE**



| DEPARTMENT     | BUDGET               | Q2 ACTUAL           | PERCENTAGE |
|----------------|----------------------|---------------------|------------|
| SOLID WASTE    | \$ 43,024,393        | \$22,654,786        | 53%        |
| FLEET SERVICES | \$ 34,392,297        | \$20,171,854        | 59%        |
| GENERAL FUND   | \$ 20,211,806        | \$ 6,917,857        | 34%        |
| <b>TOTAL</b>   | <b>\$ 97,628,496</b> | <b>\$49,744,497</b> | <b>51%</b> |





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# **SPECIAL PROJECTS & EVENTS**





## Volunteer- Based Metrics October 2023 – December 2023

**EVENTS** 35  
Total Events

Total Volunteers

310



428

Volunteer  
Hours

38,570  
Lbs. of Litter  
Collected



183

Miles Serviced



943

Illegal  
Dumping Sites Completed

## OCS Performance Metrics October 2023 - December 2023



2,669

Tons of Litter Collected



901

Right-of-Way (ROW) Miles

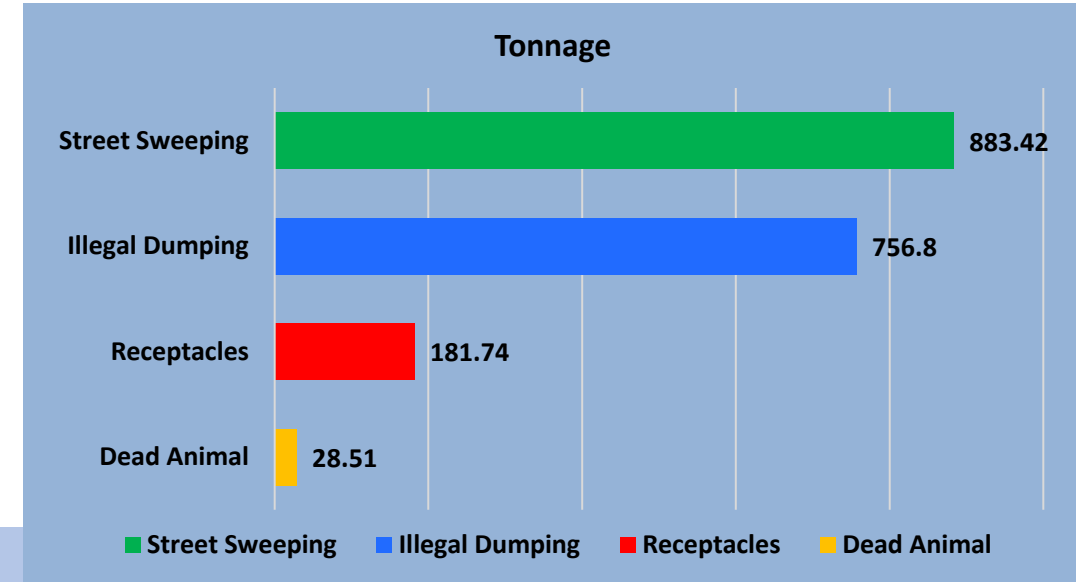
67,334

Receptacles Serviced



7,595

Street Sweeping Miles



Tonnage (All OCS Services)

# SPECIAL EVENTS

## October

Inaugural Truck-N-Treat Halloween Event



## November

QA/QC One-Year Anniversary Celebration



## December

All-Staff Virtual Town Hall





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# **FRONTLINE HEROES**





Solid Waste Services Equipment Operator James Atkins, Jr., (c), retired after 24 years of faithful service to the City of Atlanta





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**THANK  
YOU**