



# DPW

DEPARTMENT OF PUBLIC WORKS

## FY'24Q3

### Quarterly Report

Reporting Period:  
January – March 2024

Prepared for City Utilities Committee

Presented May 14, 2024

MAYOR ANDRE DICKENS  
KENTORRI GARMON, INTERIM COMMISSIONER







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## Senior Management Onboarding



## Technological Advancements

- ✓ Access Data Validation Multifamily Units - July 2024
- ✓ Fleet Command Center Build Out - May 2024
- ✓ Fleet Computer Device Upgrades - March 2024
- ✓ Fusus Camera System Feed - April 2024
- ✓ Implement Rubicon Routing Software - July 2024 (Route Optimization)
- ✓ Wireless Network Expansion Upgrade - August 2024



Timothy Fitzgerald  
Fleet Director



City Detect AI & Computer Vision Technology  
Delivery Date – July 2024



**DPW**

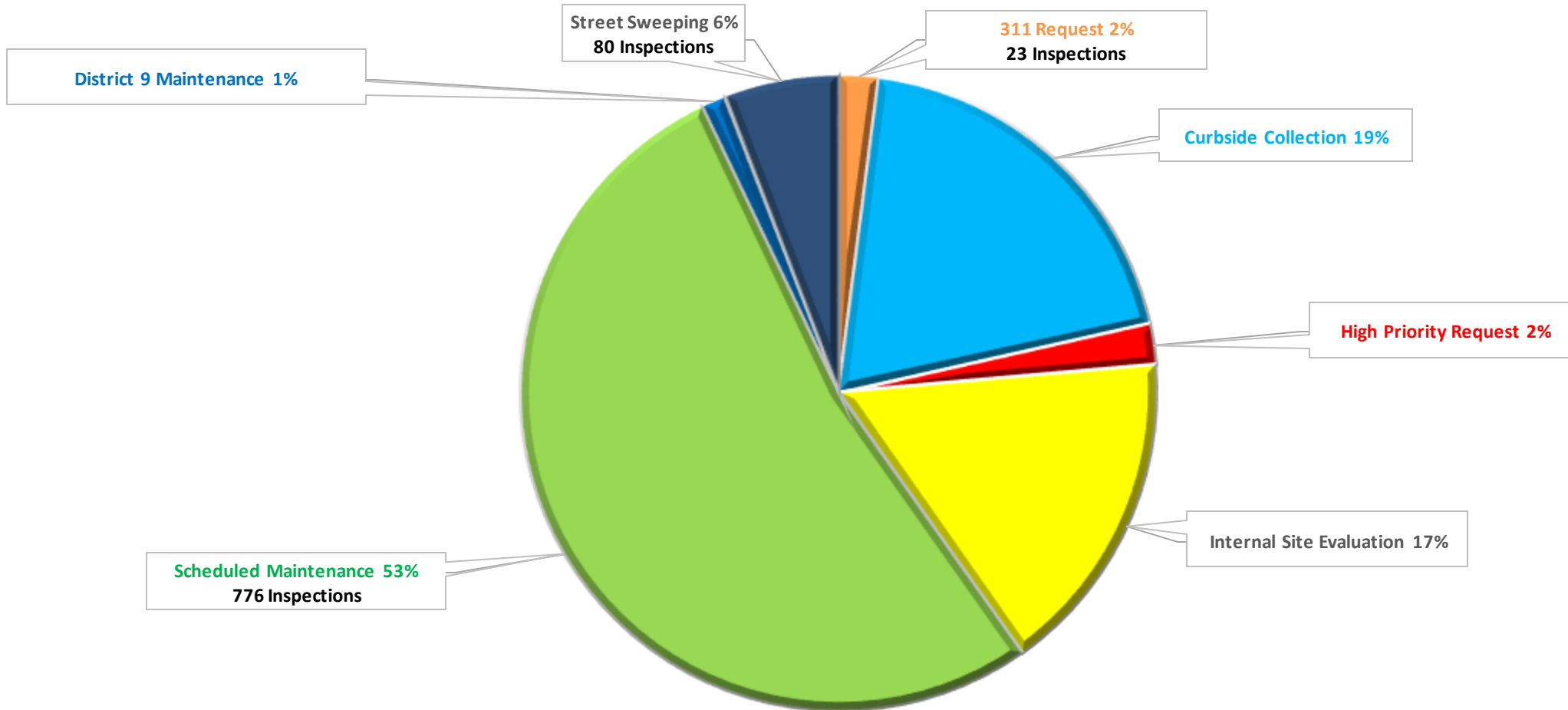
DEPARTMENT OF PUBLIC WORKS

**PMU**

**PERFORMANCE MANAGEMENT UNIT**



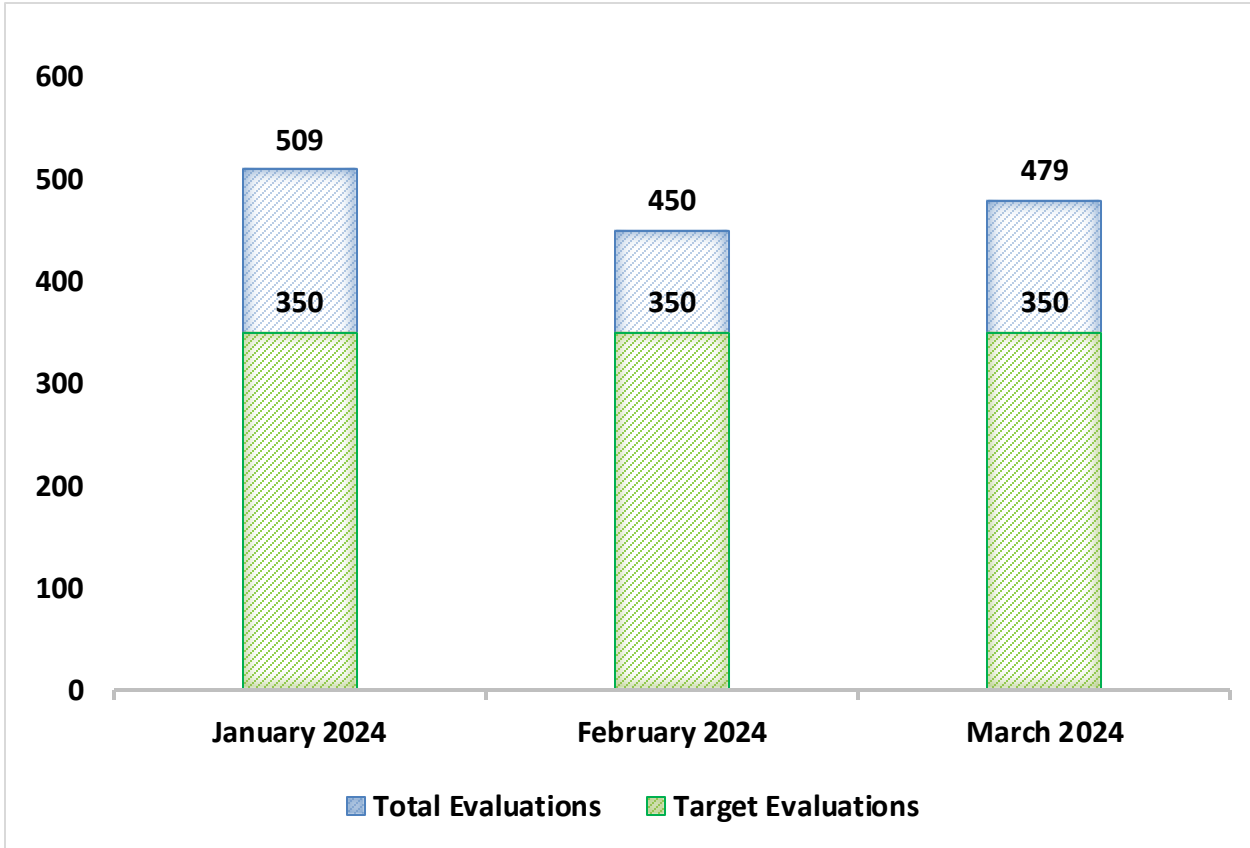
## AREAS EVALUATED JANUARY 2024 - MARCH 2024





## PERFORMANCE METRICS (EVALUATIONS)

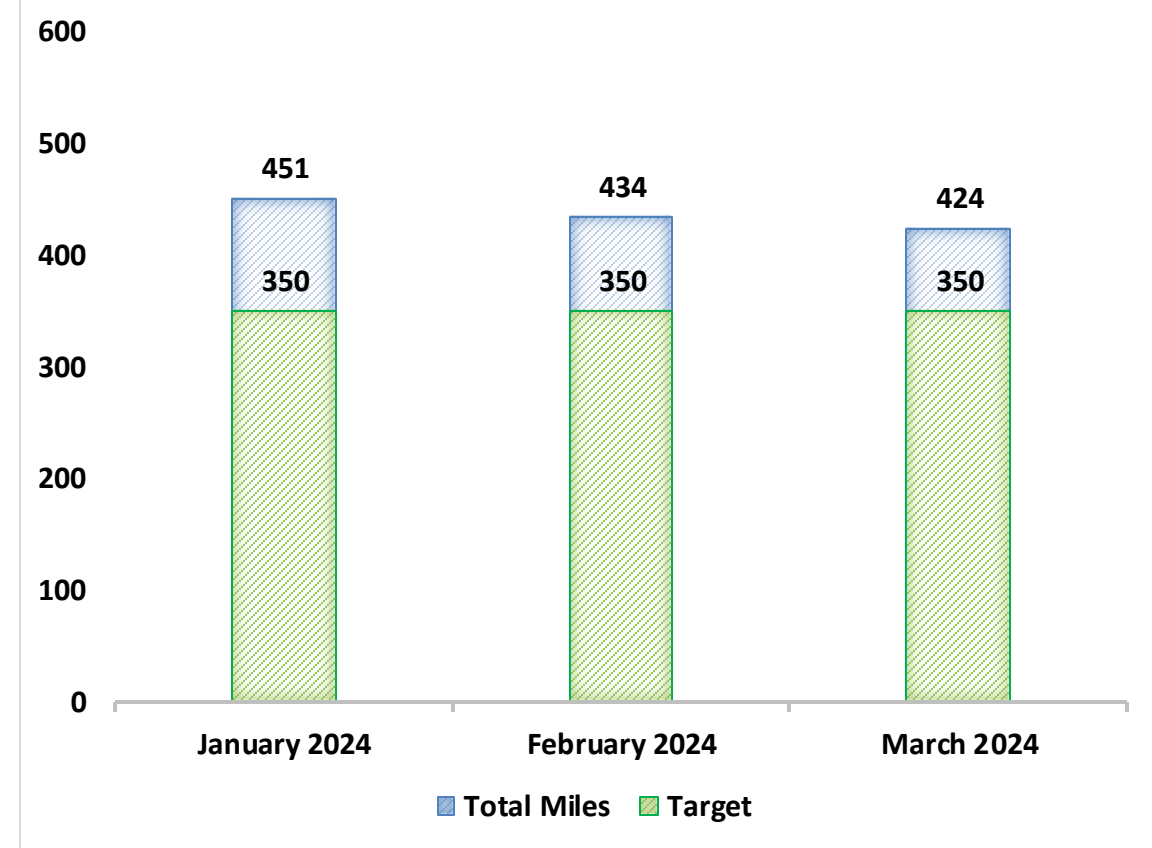
Total Evaluations  
1,438



Target Evals  
350/month

## SEGMENT LENGTH (MILES)

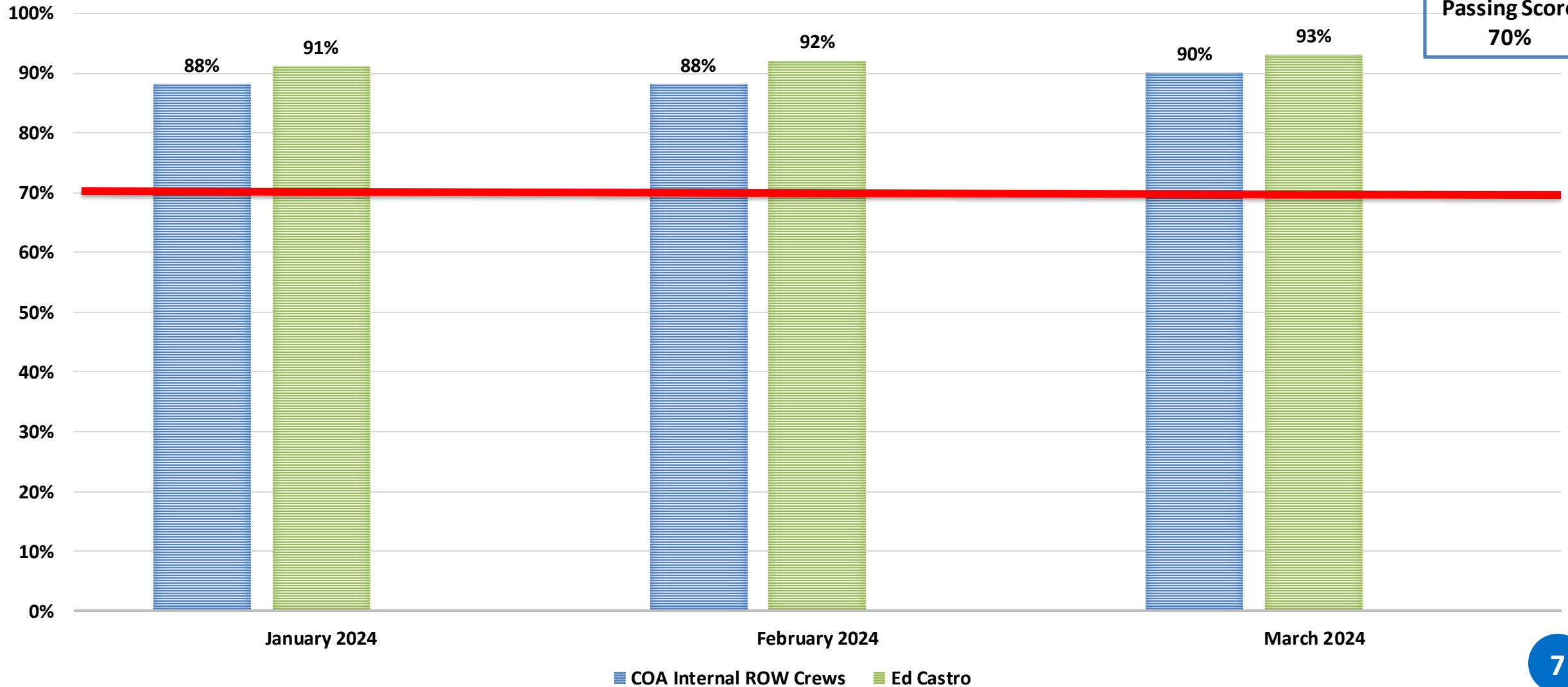
Total Miles  
1,309



Target Miles  
350/month



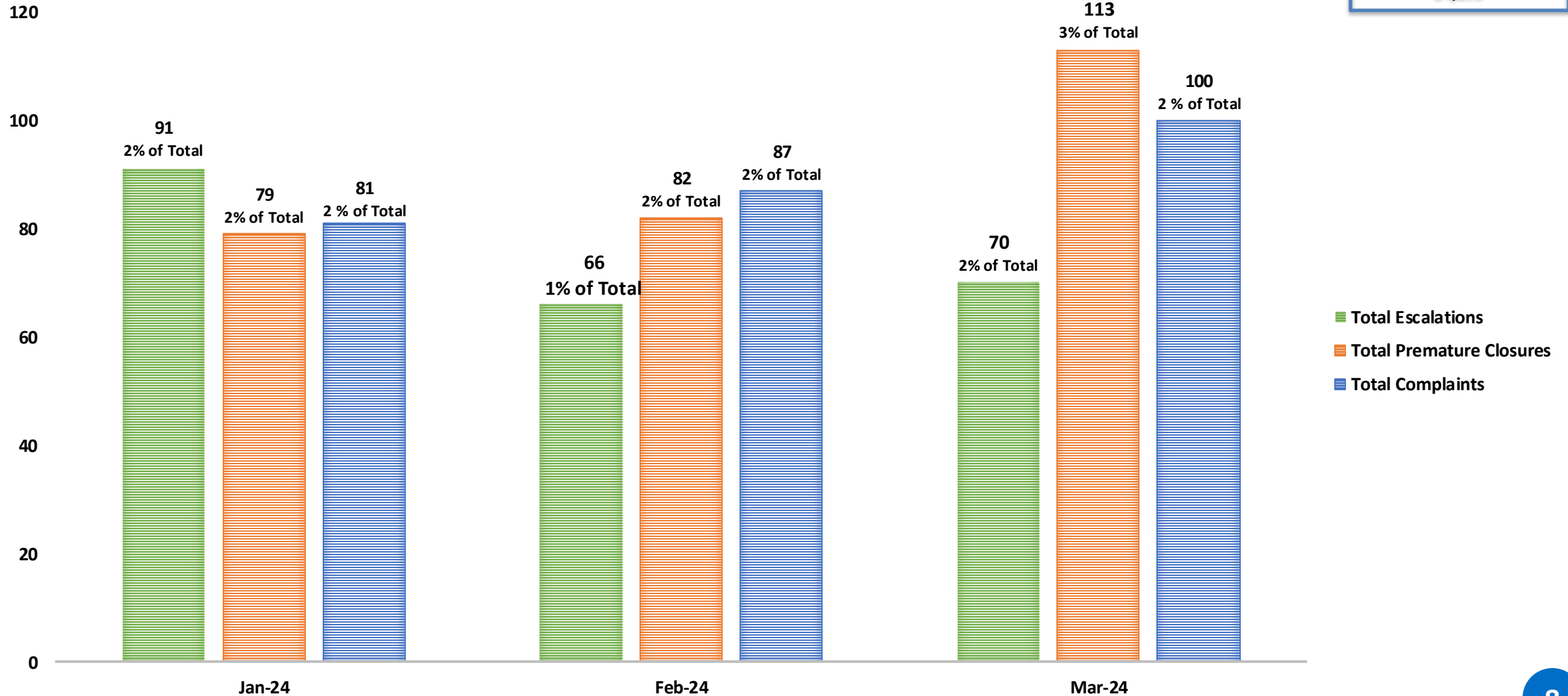
## CONTRACTOR EVALUATION SCORE (AVG)





## PREMATURE CLOSURES, ESCALATIONS, AND COMPLAINTS

Quarterly Total Cases  
14,293

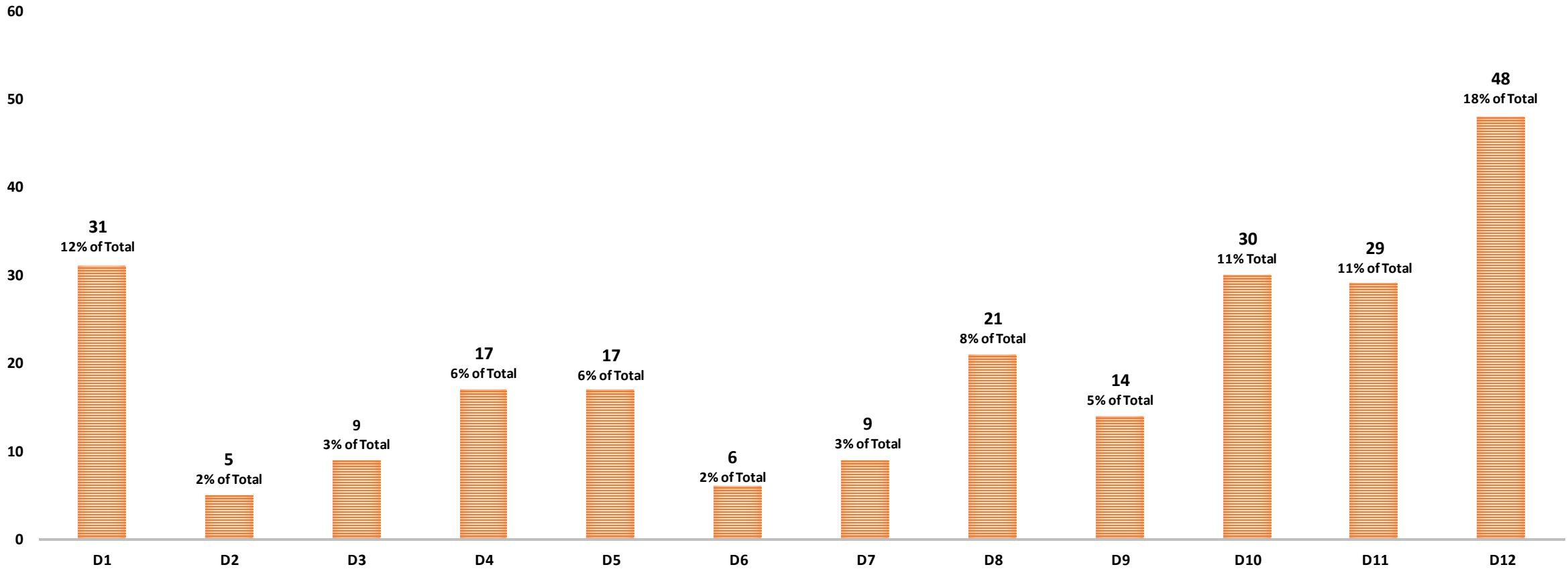






## COMPLAINTS BY DISTRICT

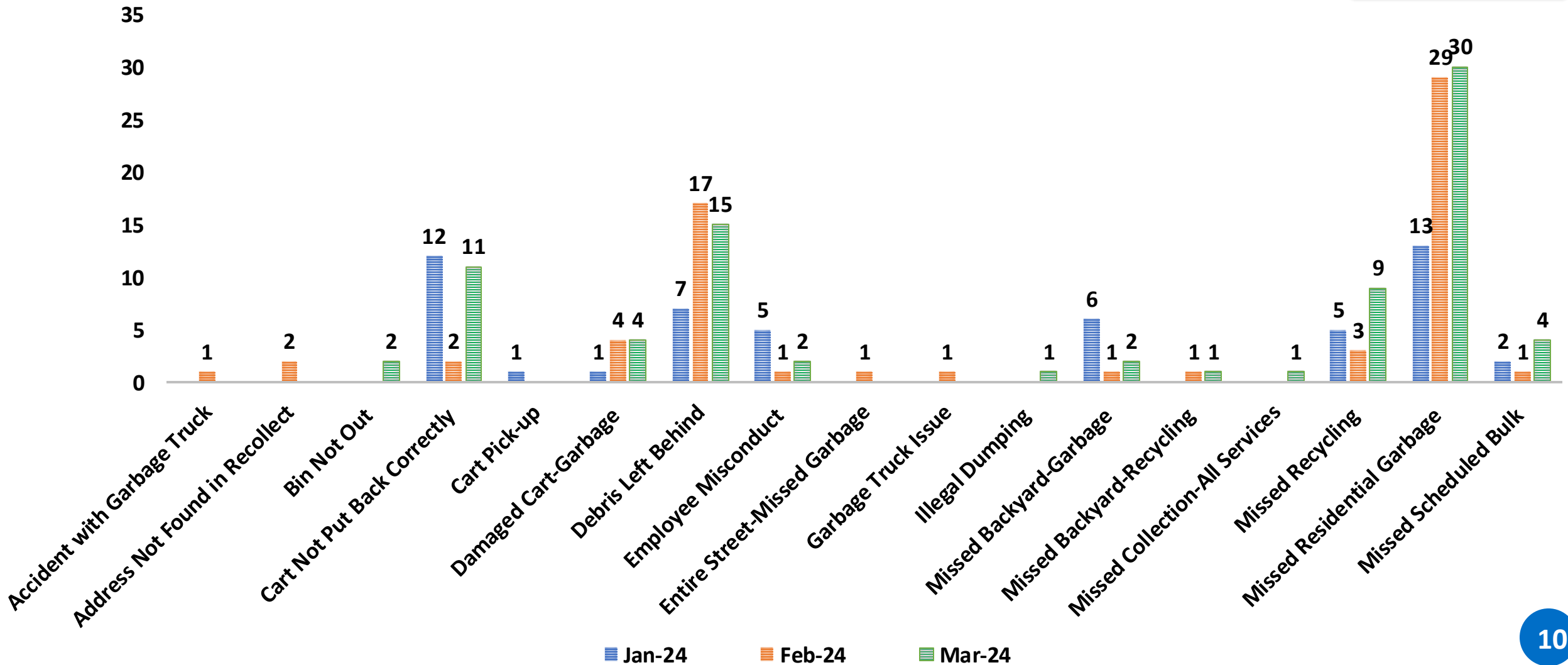
Complaints  
Quarterly Total  
268



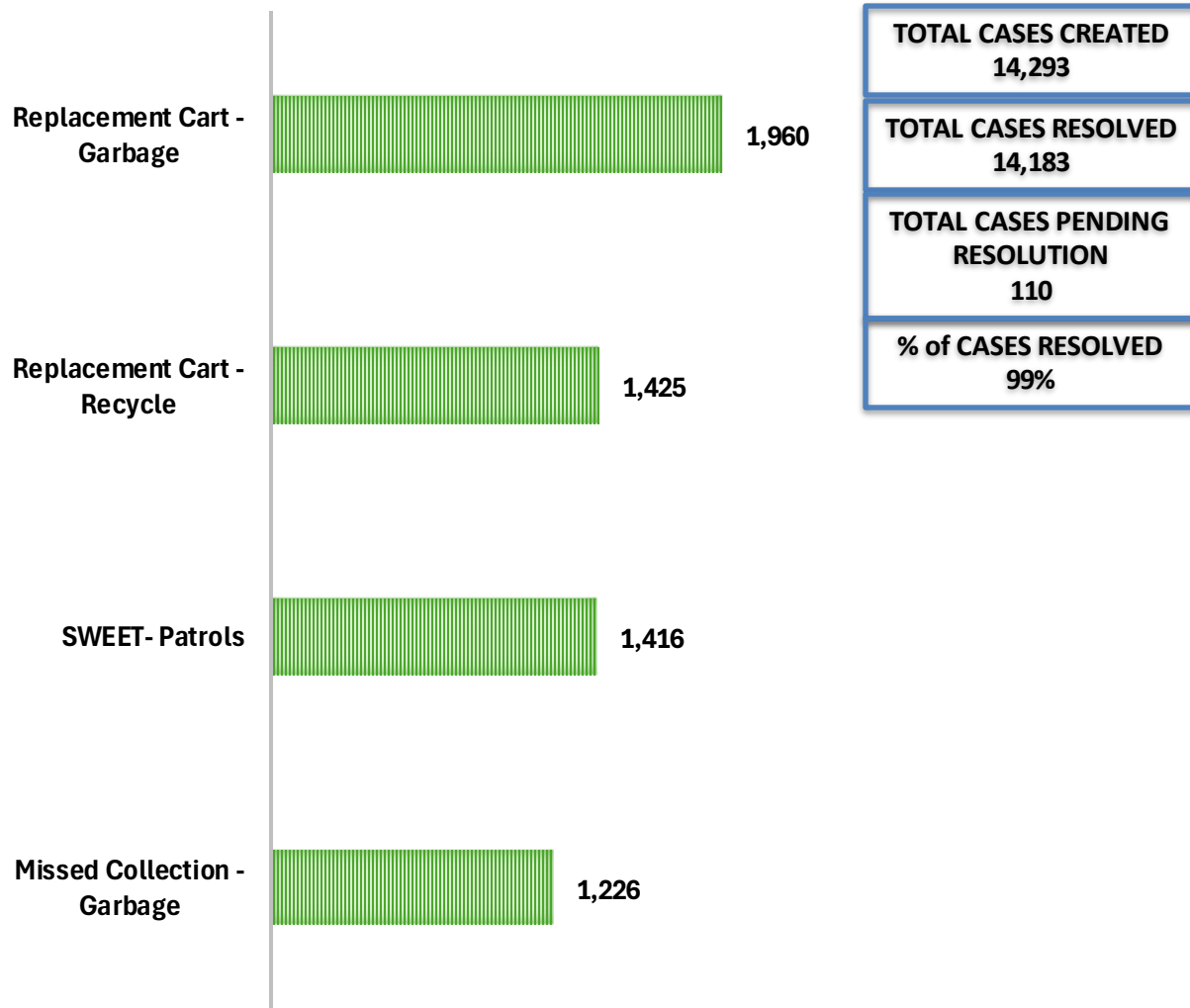


## COMPLAINTS BY AREA

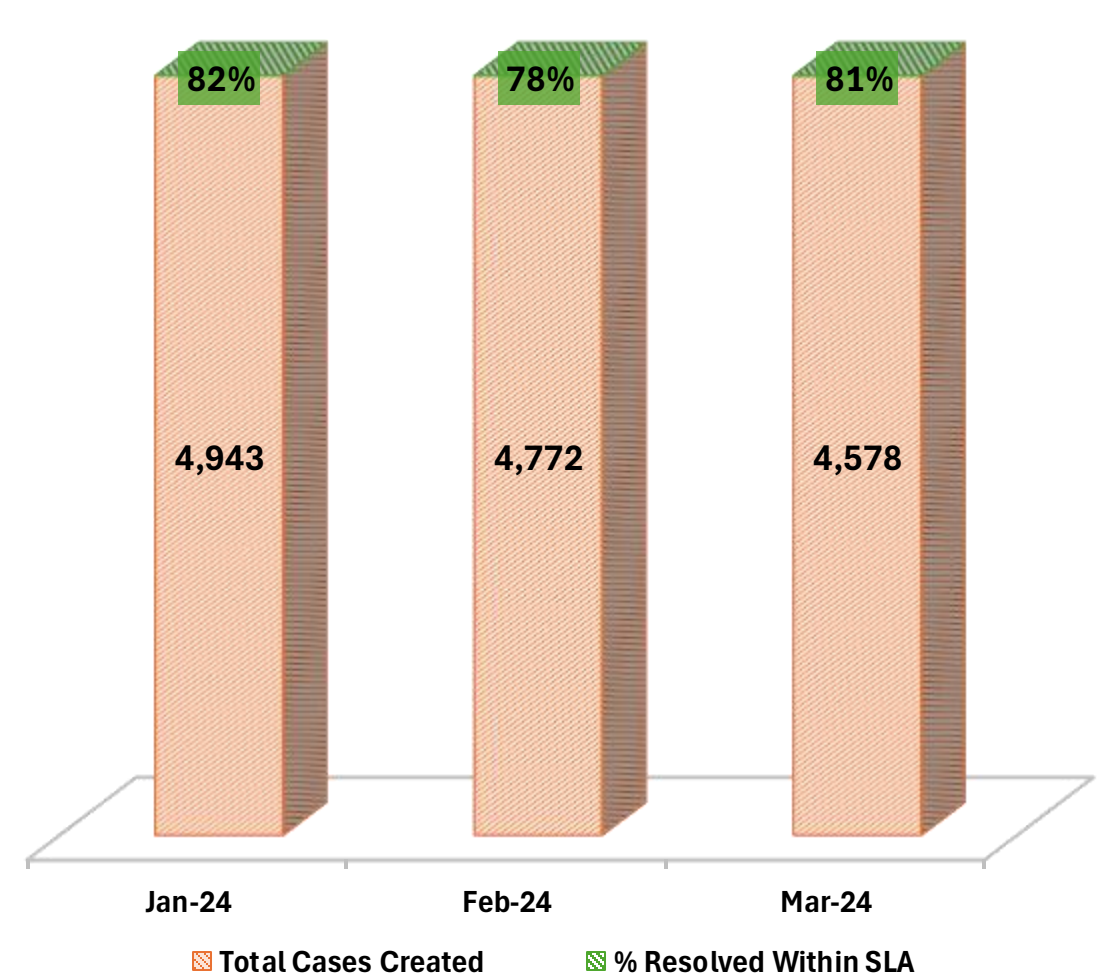
Complaints  
Quarterly Total  
268



**Top 4 Requested Services – DPW Overall Cases  
JANUARY – MARCH 2024**

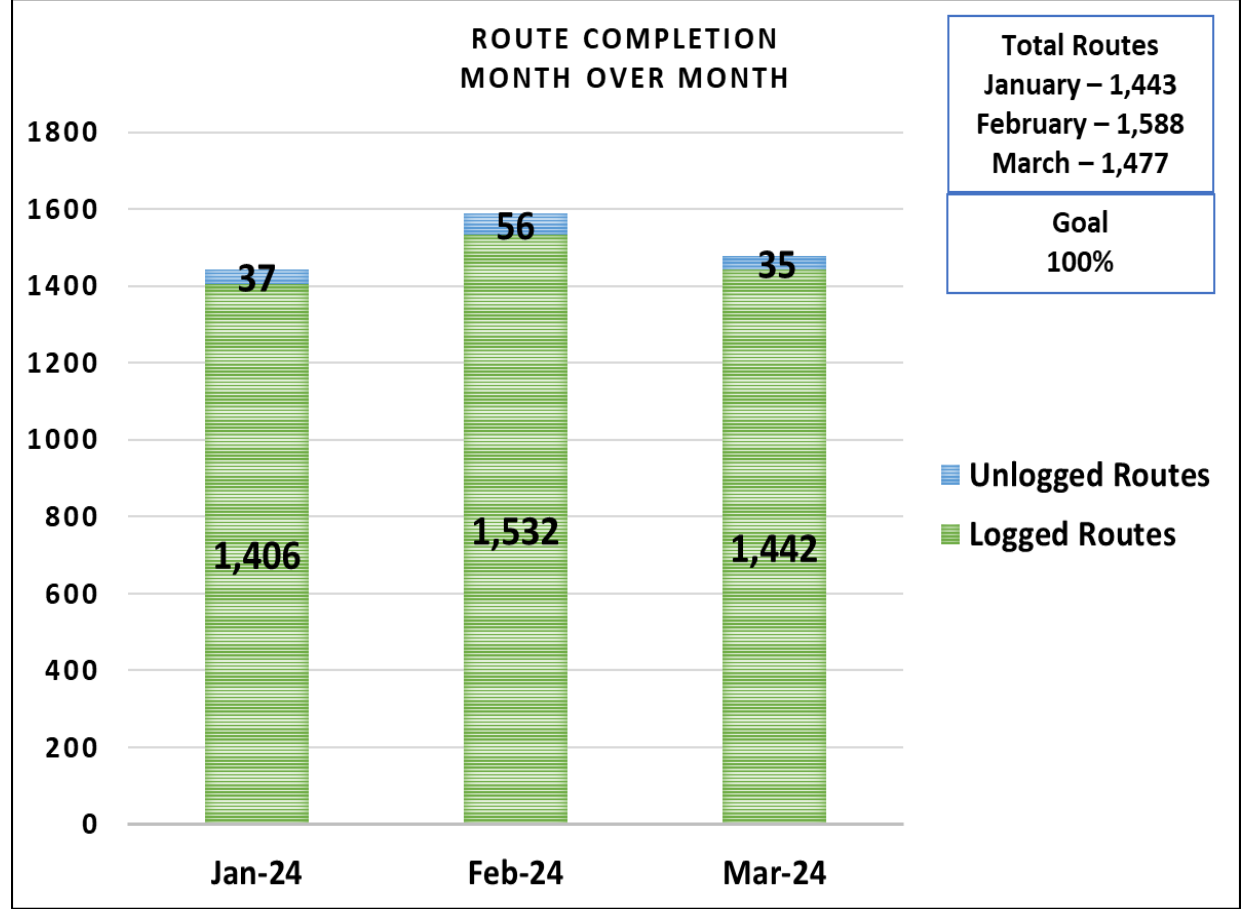
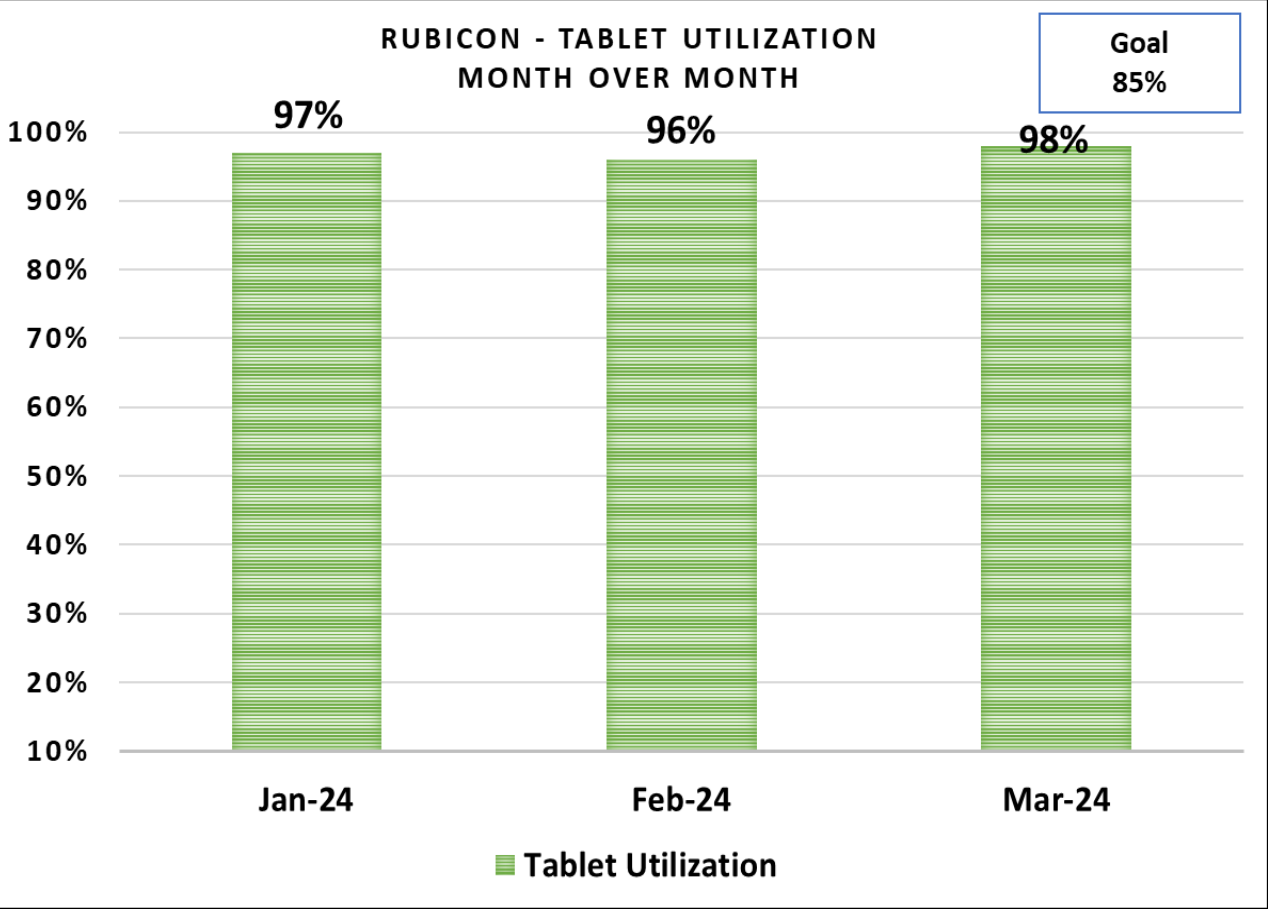


**Total Overall Cases Created vs % of Cases Resolved within SLA**





# COMMAND CENTER - ROUTE OPTIMIZATION





**DPW**

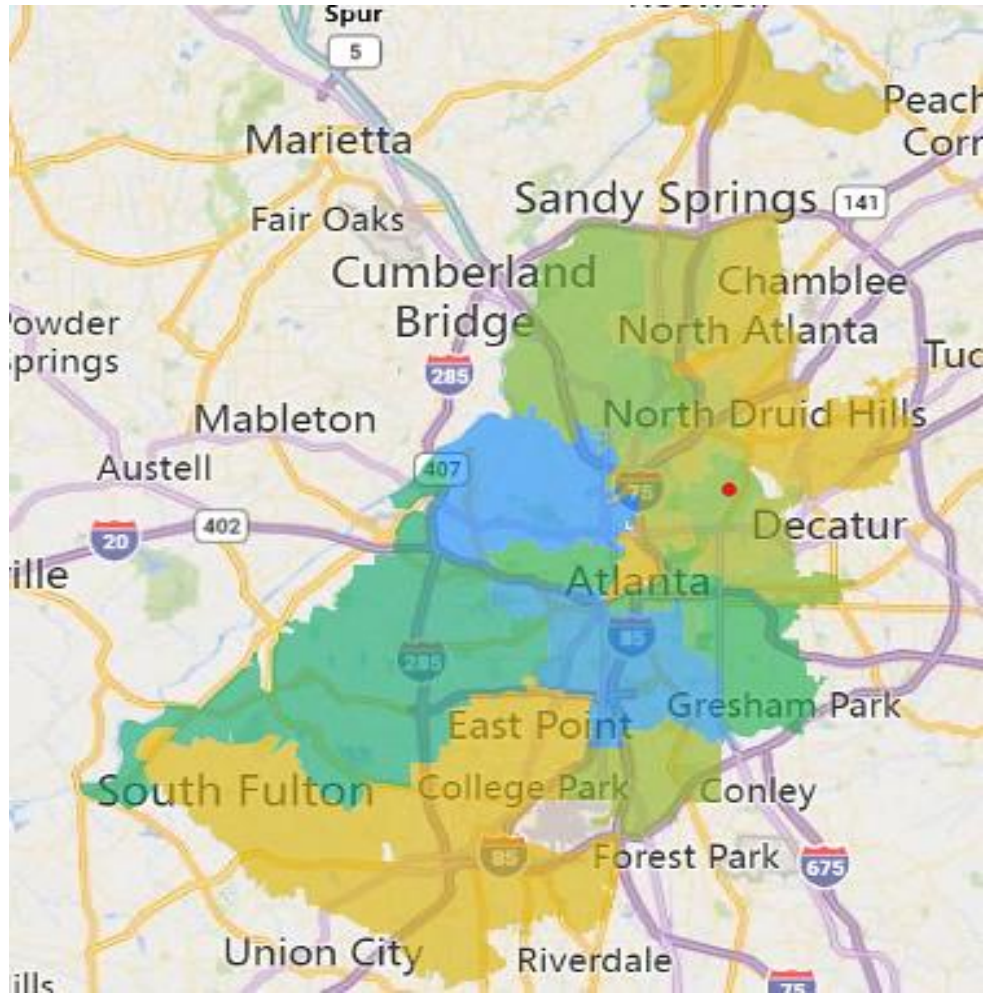
DEPARTMENT OF PUBLIC WORKS

**SWS**

**OFFICE OF SOLID WASTE SERVICES**



## January 2024 – March 2024



OVERALL	
Zip	# of Cases
30318	1483
30310	1277
30315	1179
30331	790
30316	785
30311	770
30327	714
30314	703
30305	562
30312	557
30306	534
30342	460
30317	376
30307	322
30309	296
30354	271
30324	248
30308	184
30319	45
30303	31
30313	27
30363	19
30336	8
30213	3
30326	3
30349	2
30022	1
30082	1
30328	1
30337	1
30344	1
30350	1
<b>Total</b>	<b>11655</b>

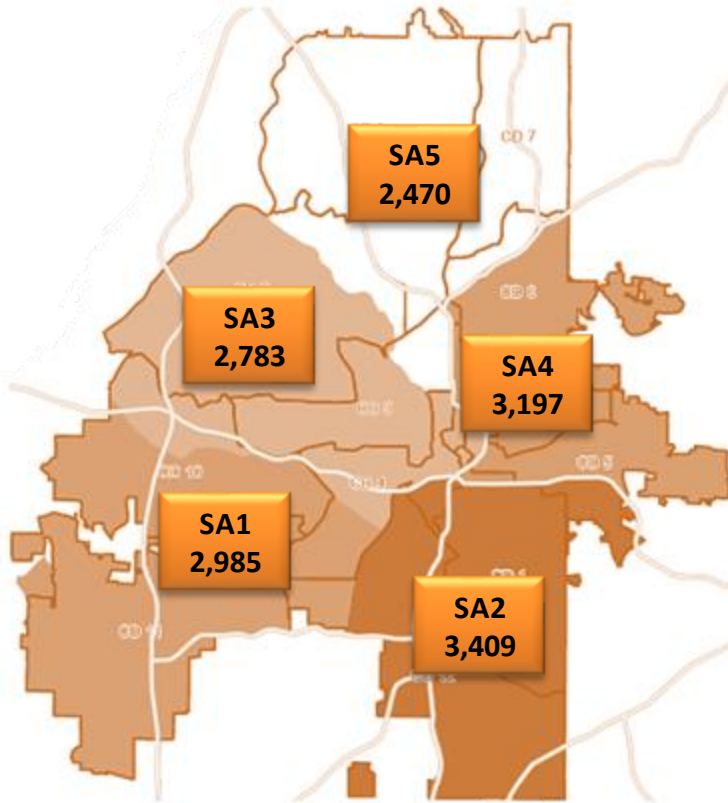
SOLID WASTE	
Zip	# of Cases
30315	377
30316	326
30318	264
30310	262
30327	150
30312	149
30311	136
30314	99
30331	98
30342	97
30306	75
30305	72
30354	62
30309	60
30307	45
30324	42
30317	40
30308	33
30319	13
30363	8
30313	5
30303	4
<b>Total</b>	<b>2417</b>

SPECIAL OPS	
Zip	# of Cases
30318	179
30310	159
30331	123
30311	118
30314	102
30315	85
30306	36
30316	35
30312	33
30354	26
30307	25
30305	24
30317	24
30327	22
30324	19
30308	16
30309	16
30342	13
30303	11
30313	6
30319	4
30349	2
30213	1
30328	1
30336	1
30363	1
<b>Total</b>	<b>1082</b>

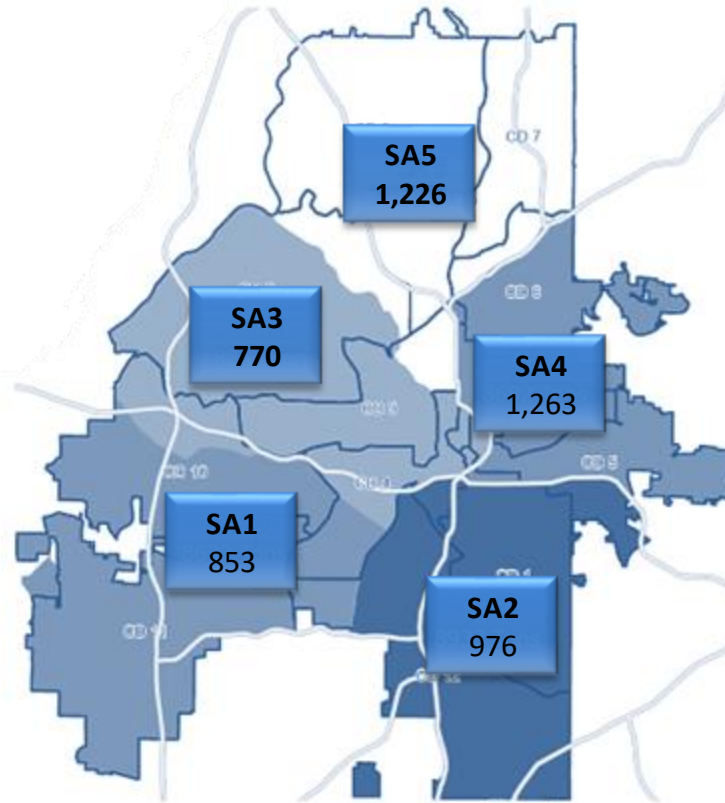
ALL BINS	
Zip	# of Cases
30318	710
30327	537
30310	530
30315	506
30305	452
30331	401
30316	377
30311	349
30342	344
30306	341
30312	336
30317	280
30314	261
30307	221
30309	207
30354	127
30324	124
30308	115
30319	28
30363	9
30313	6
30326	3
30022	1
30082	1
30213	1
30303	1
30350	1
<b>Total</b>	<b>6269</b>

SWEET	
Zip	# of Cases
30310	152
30318	129
30315	101
30331	90
30314	80
30311	56
30354	36
30316	28
30312	26
30307	25
30306	24
30308	15
30317	15
30324	13
30305	11
30309	11
30303	10
30313	7
30342	6
30327	4
30213	1
30337	1
30363	1
<b>Total</b>	<b>842</b>

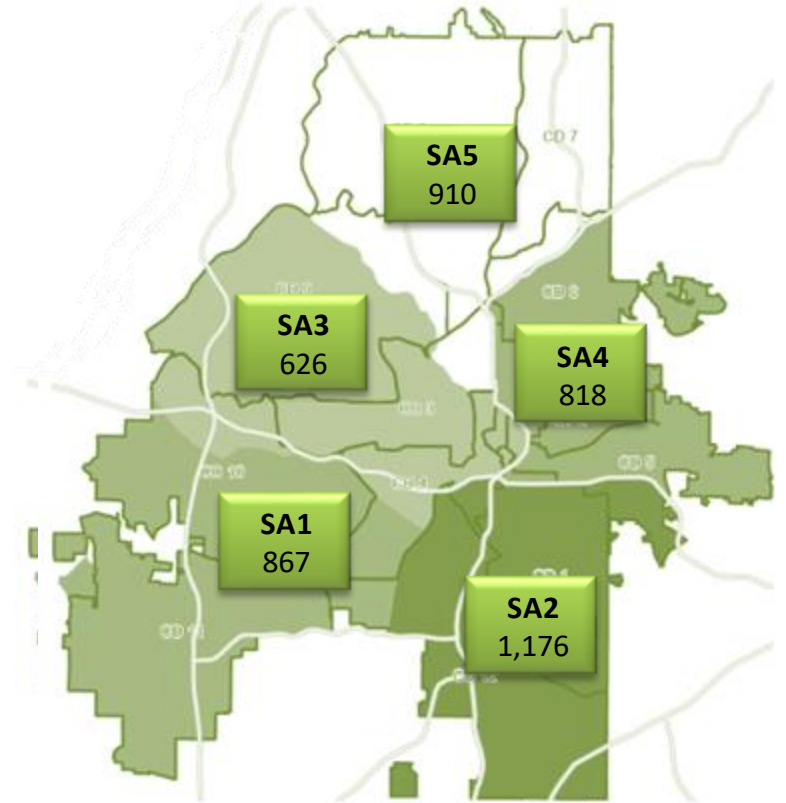




GARBAGE TONNAGE	
FY24 Q2	17,686
FY24 Q3	17,088



RECYCLING TONNAGE	
FY24 Q2	5,009
FY24 Q3	5,109

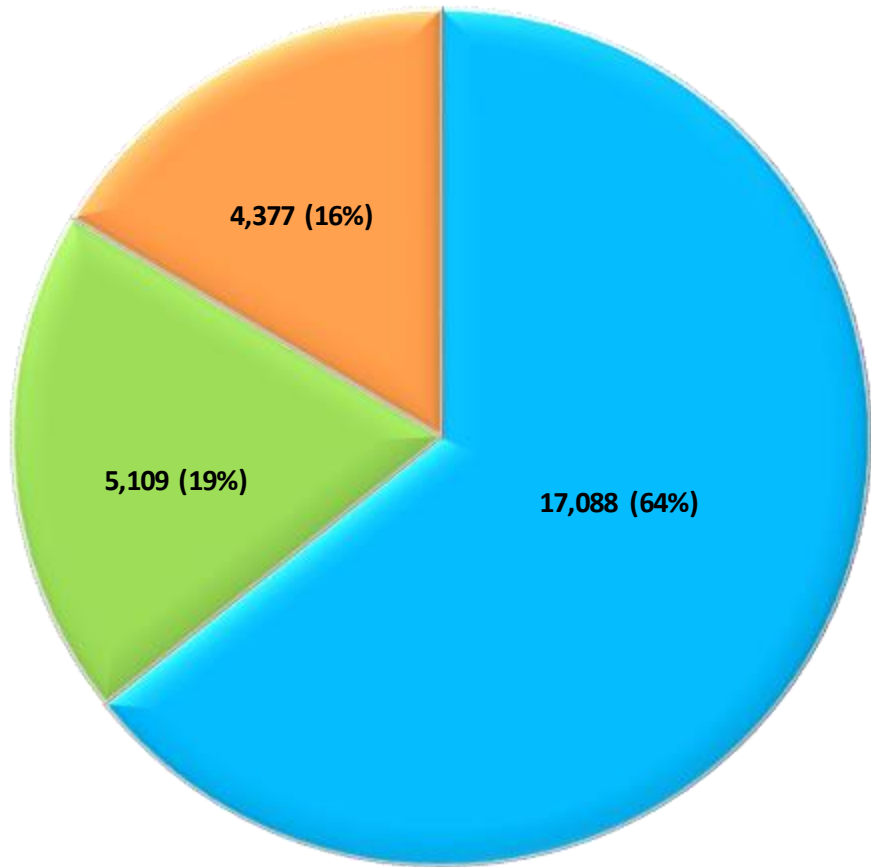


YARD TRIMMING TONNAGE	
FY24 Q2	5,860
FY24 Q3	4,377



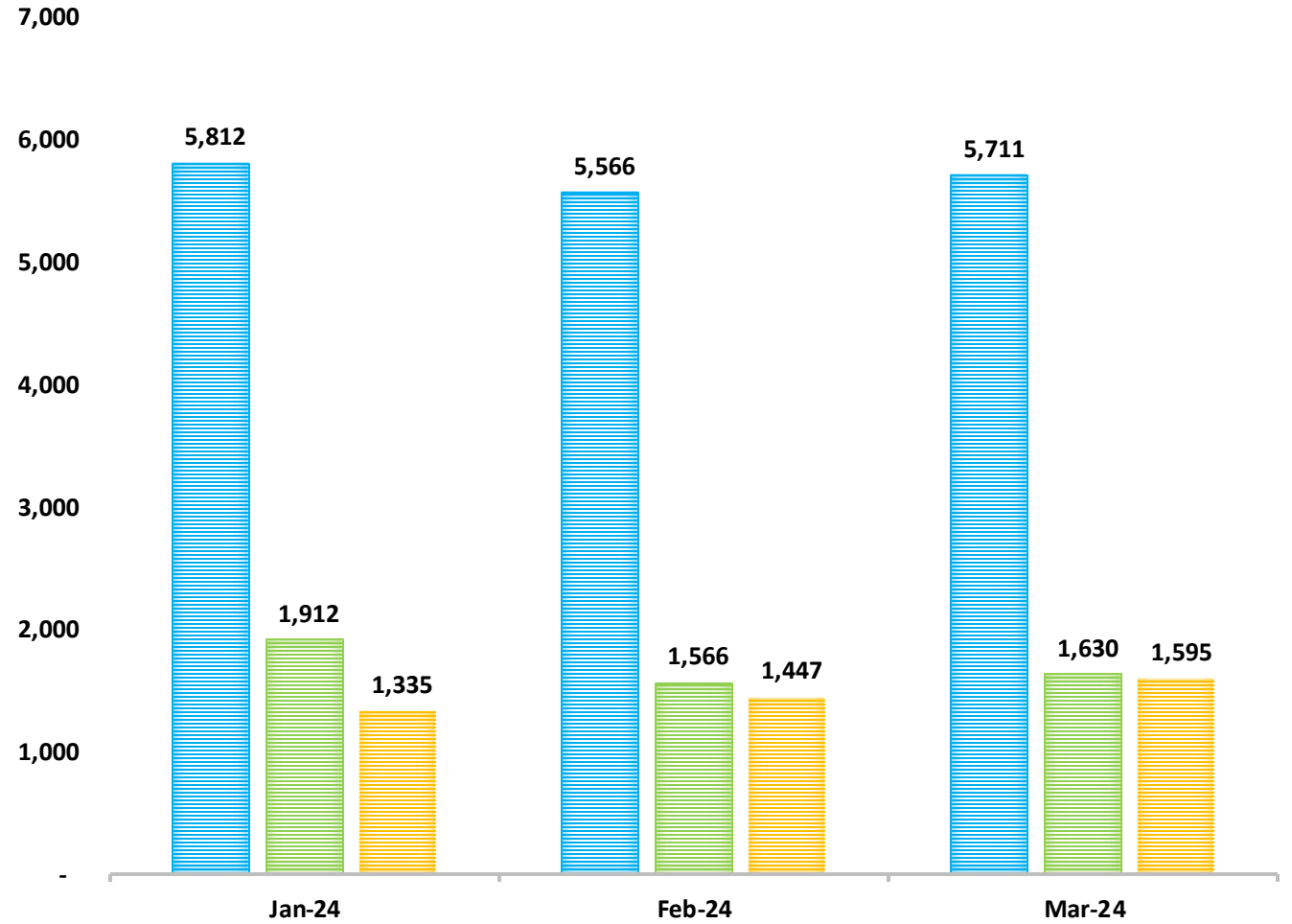


### TOTAL SOLID WASTE TONNAGE BY SERVICE



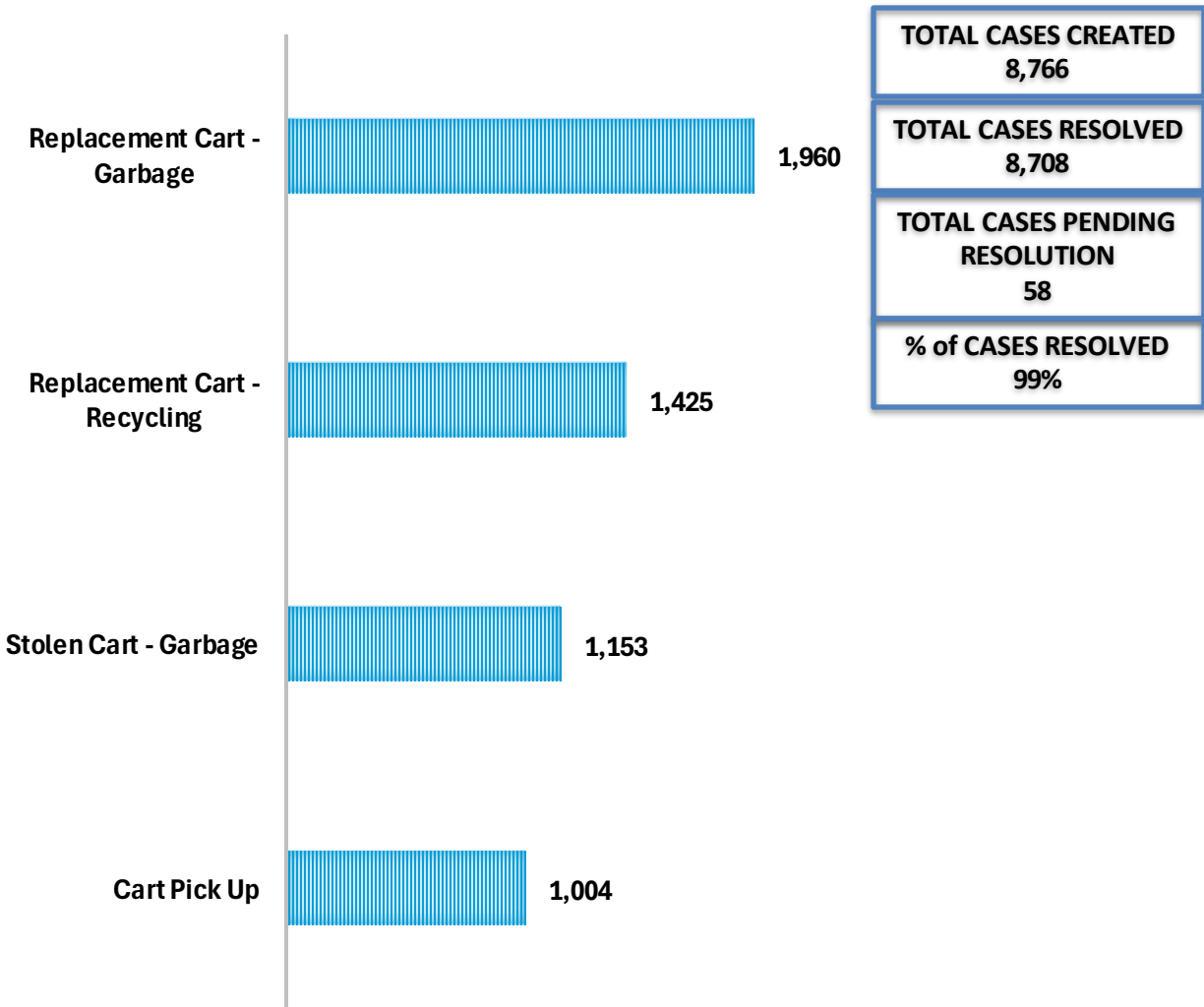
■ Garbage
 ■ Recycling
 ■ Yard Trimmings

### SOLID WASTE TONNAGE

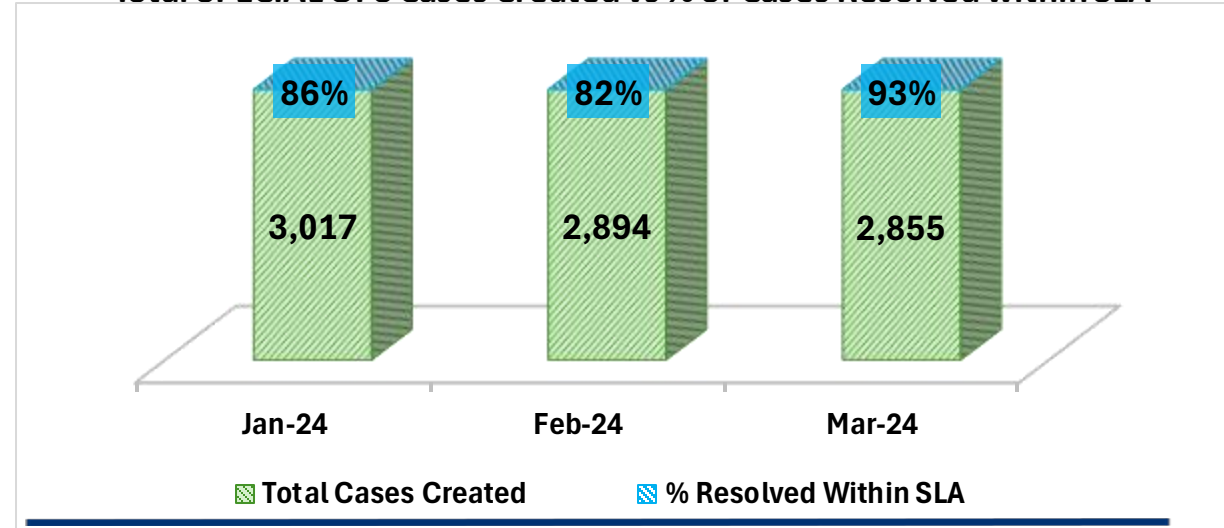


■ Garbage
 ■ Recycling
 ■ Yard Trimmings

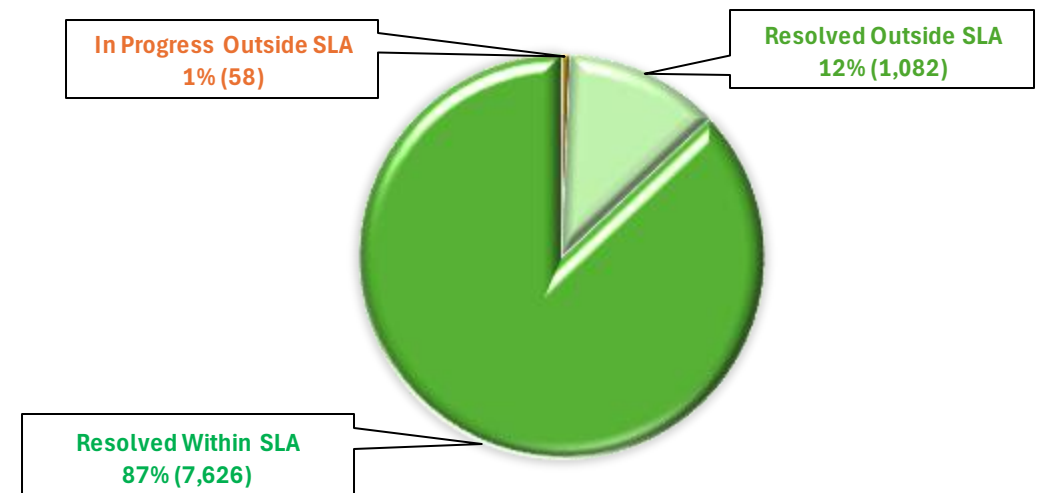
## TOP 4 REQUESTED SERVICES – SPECIAL OPS JANUARY 2024 – MARCH 2024



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



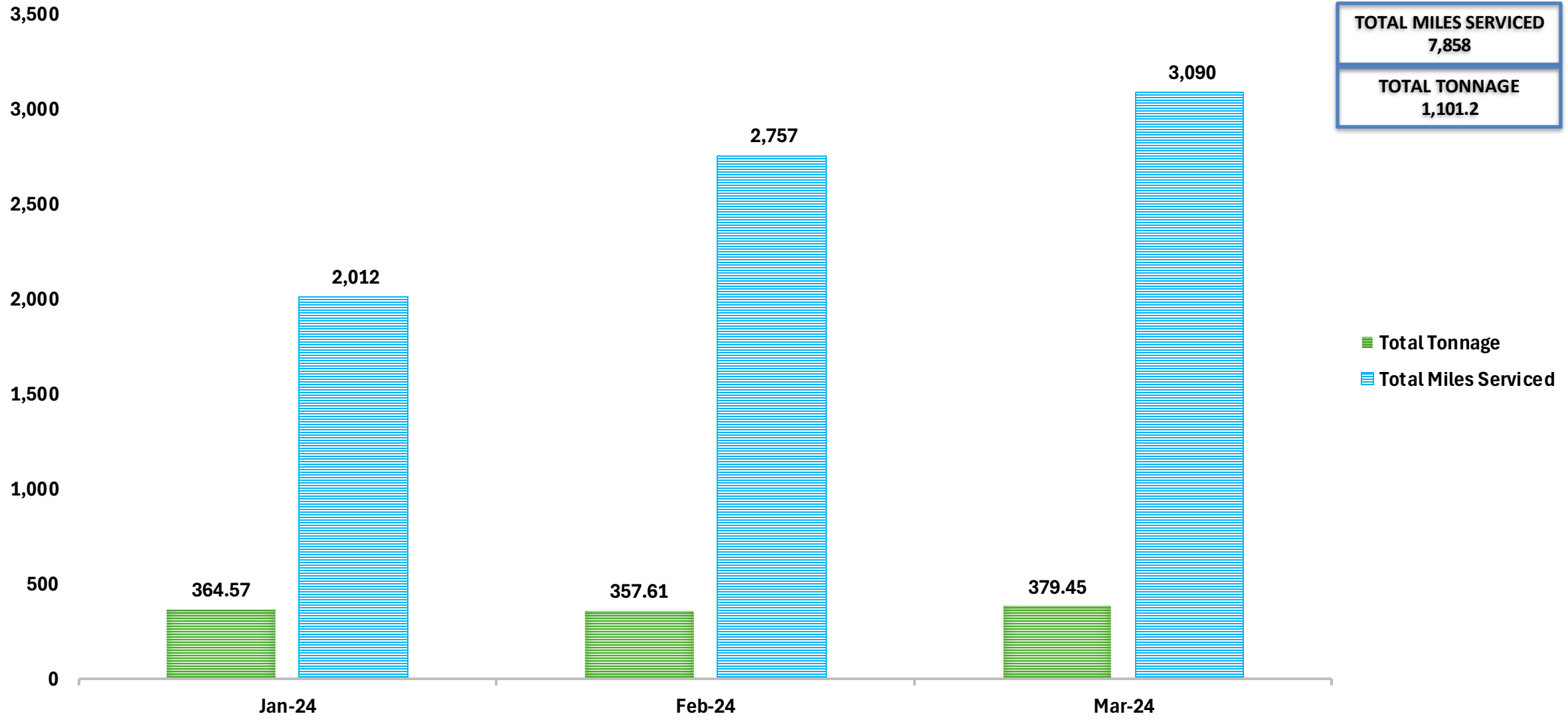
## OVERALL % OF SPECIAL OPS CASES BY SLA JANUARY 2024 - MARCH 2024



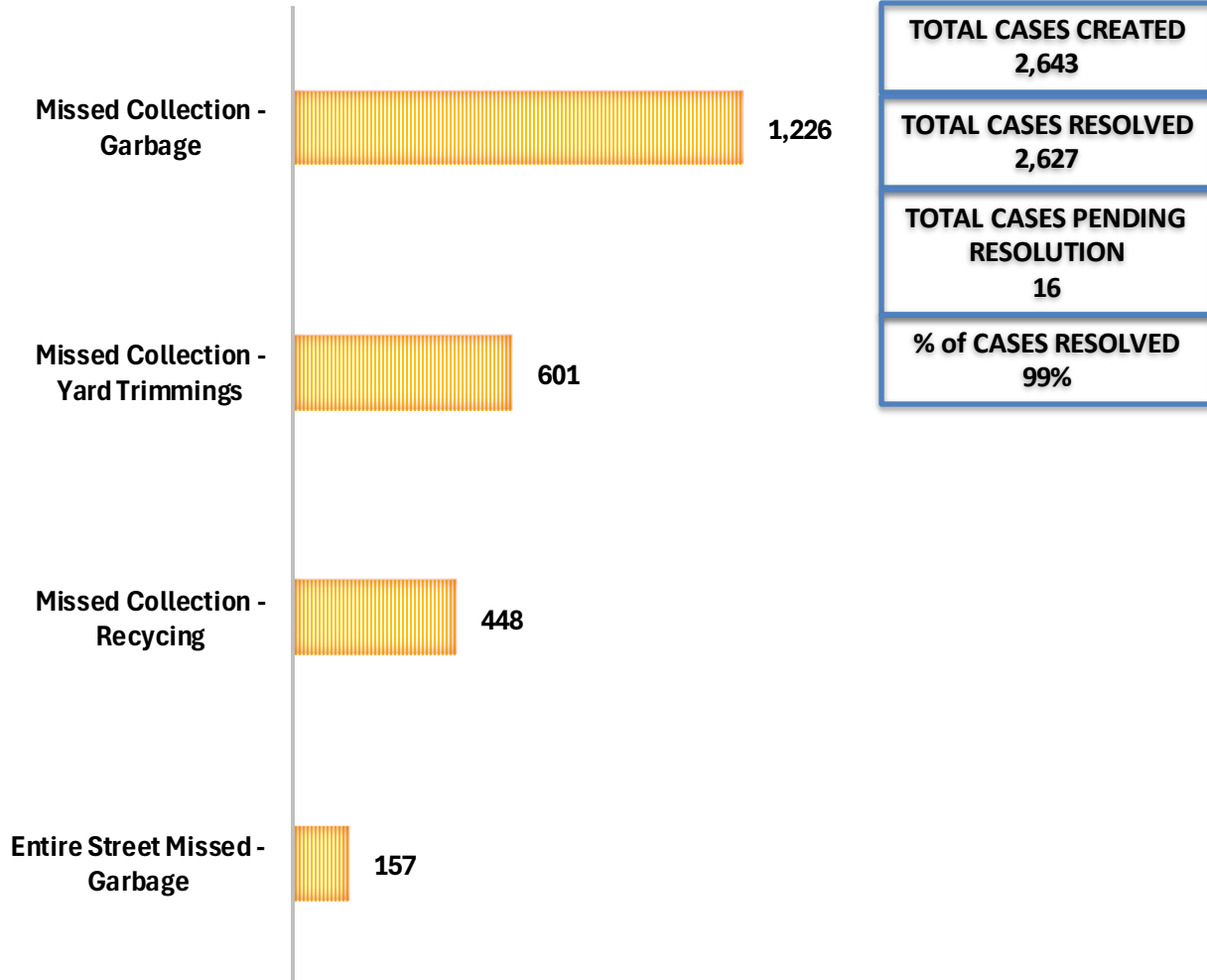


# SPECIAL OPS STREET SWEEPING METRICS

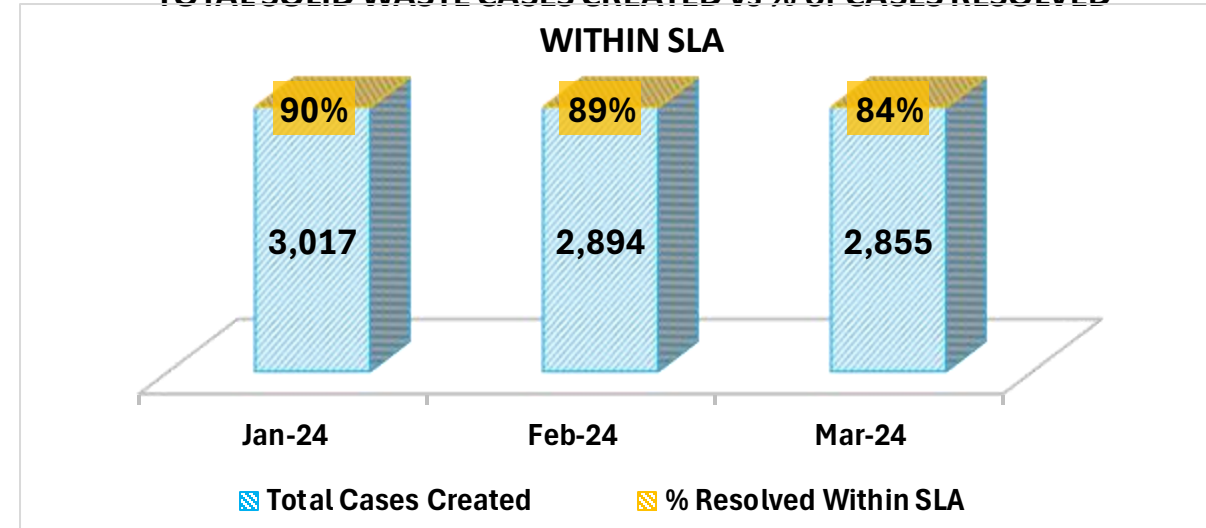
**STREET SWEEPING TOTAL TONNAGE & MILES  
JANUARY 2024 – MARCH 2024**



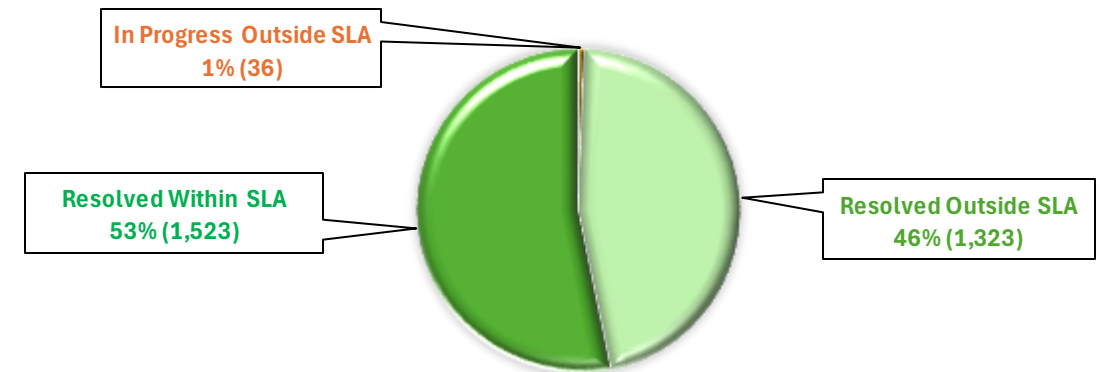
## TOP 4 REQUESTED SERVICES – SOLID WASTE JANUARY 2024 – MARCH 2024



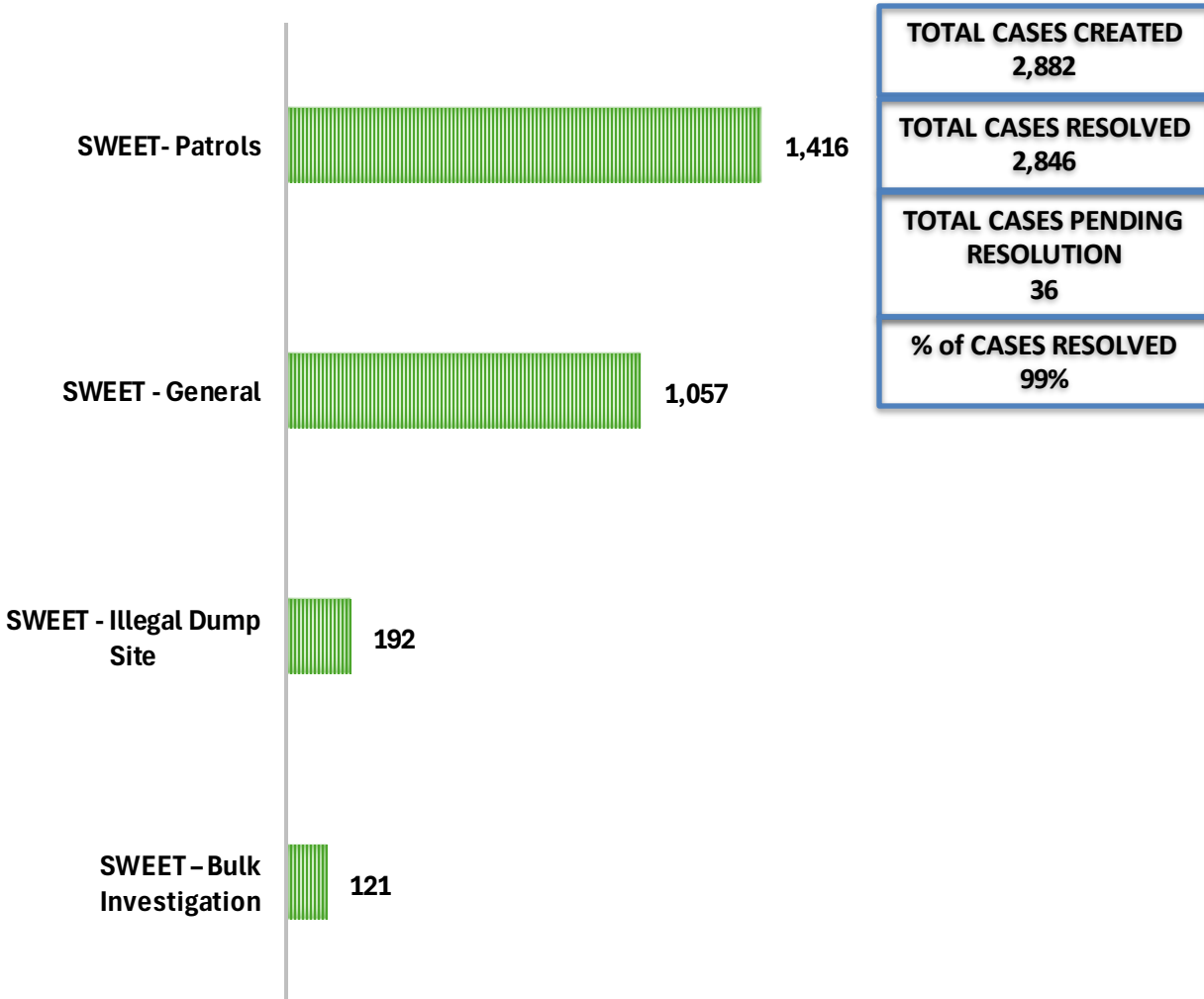
## TOTAL SOLID WASTE CASES CREATED vs % of CASES RESOLVED WITHIN SLA



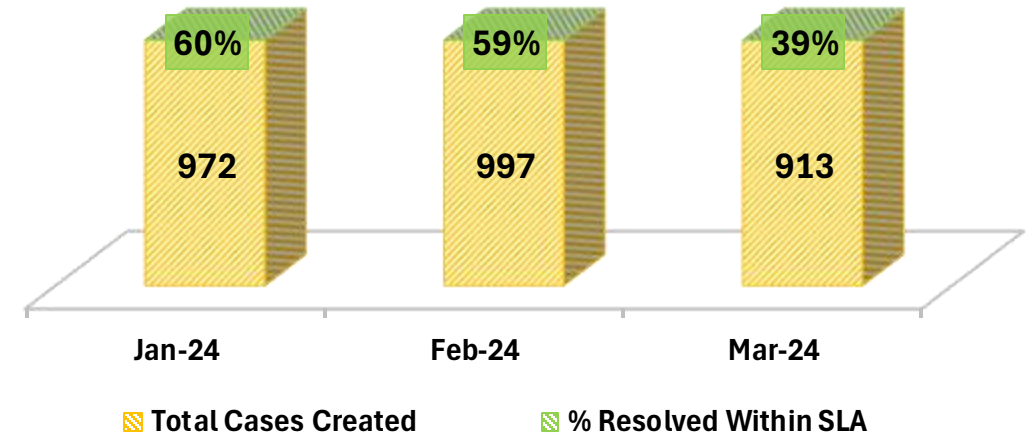
## OVERALL % OF SWEET CASES BY SLA JANUARY 2024 - MARCH 2024



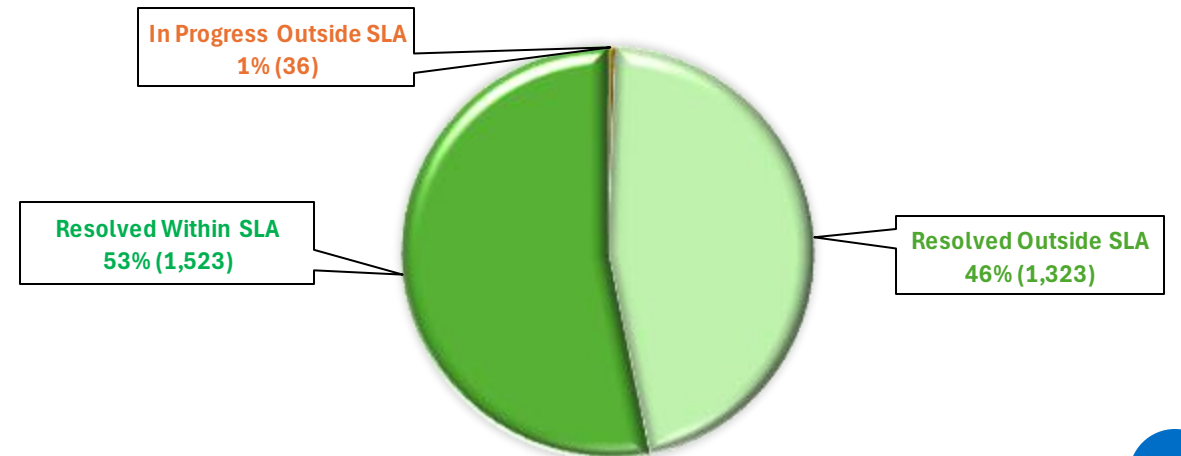
## TOP 4 REQUESTED SERVICES – SWEET JANUARY 2024 – MARCH 2024



## Total SWEET CASES CREATED vs % of CASES RESOLVED WITHIN SLA



## OVERALL % OF SWEET CASES BY SLA JANUARY 2024 - MARCH 2024





2,706

Total Inspections Performed



239

Dumpsite Inspections



1,233

Proactive Cases



927

Illegal Dumping Inspections

365

Re-Inspections



772

311 Inspections







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**BULK**

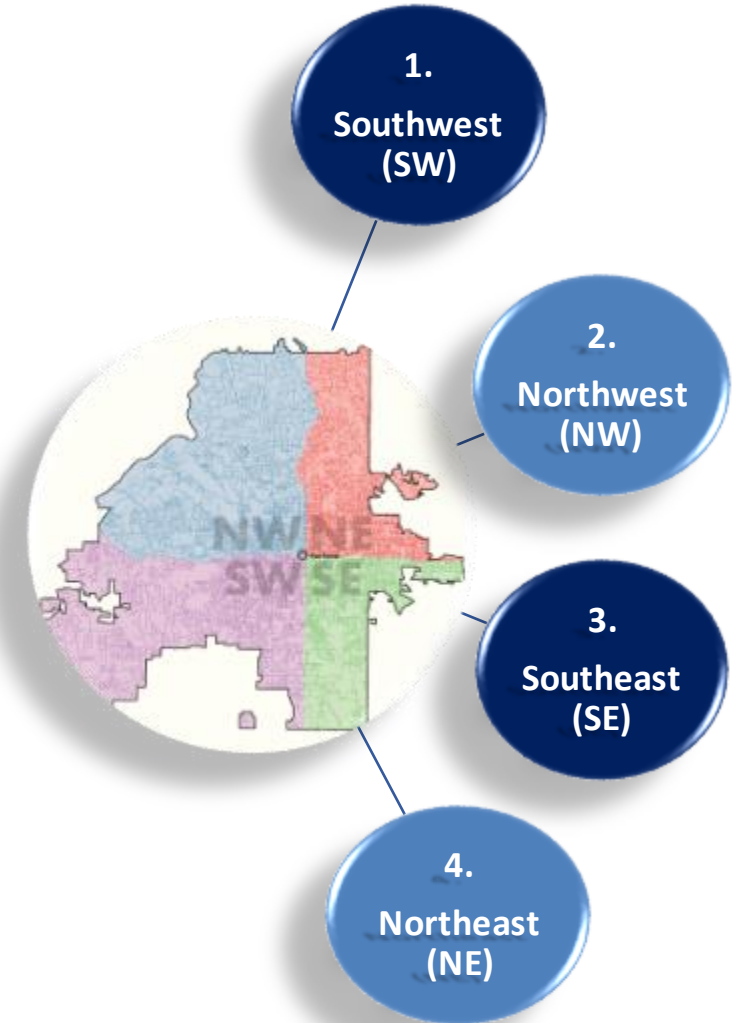
**COLLECTIONS**



## MOST REQUESTED BULK ITEMS



## MOST REQUESTS BY AREA



TOTAL BULK REQUESTS FULFILLED  
8,785

January – 463 tons

February – 464 tons

March – 502 tons



**DPW**

DEPARTMENT OF PUBLIC WORKS

**KABC**

**KEEP ATLANTA BEAUTIFUL COMMISSION**



## COMMUNITY CLEANUPS

Q3	Events	Volunteers	Volunteer Hours	Miles Cleaned	Tons Collected
January	8	74	117	5.4	2,070 (lbs.)
February	15	108	176	7.6	2,625 (lbs.)
March	12	125	231	8.1	5,880 (lbs.)
<b>Total</b>	<b>35</b>	<b>307</b>	<b>524</b>	<b>21.1</b>	<b>5 Tons</b>







**DPW**

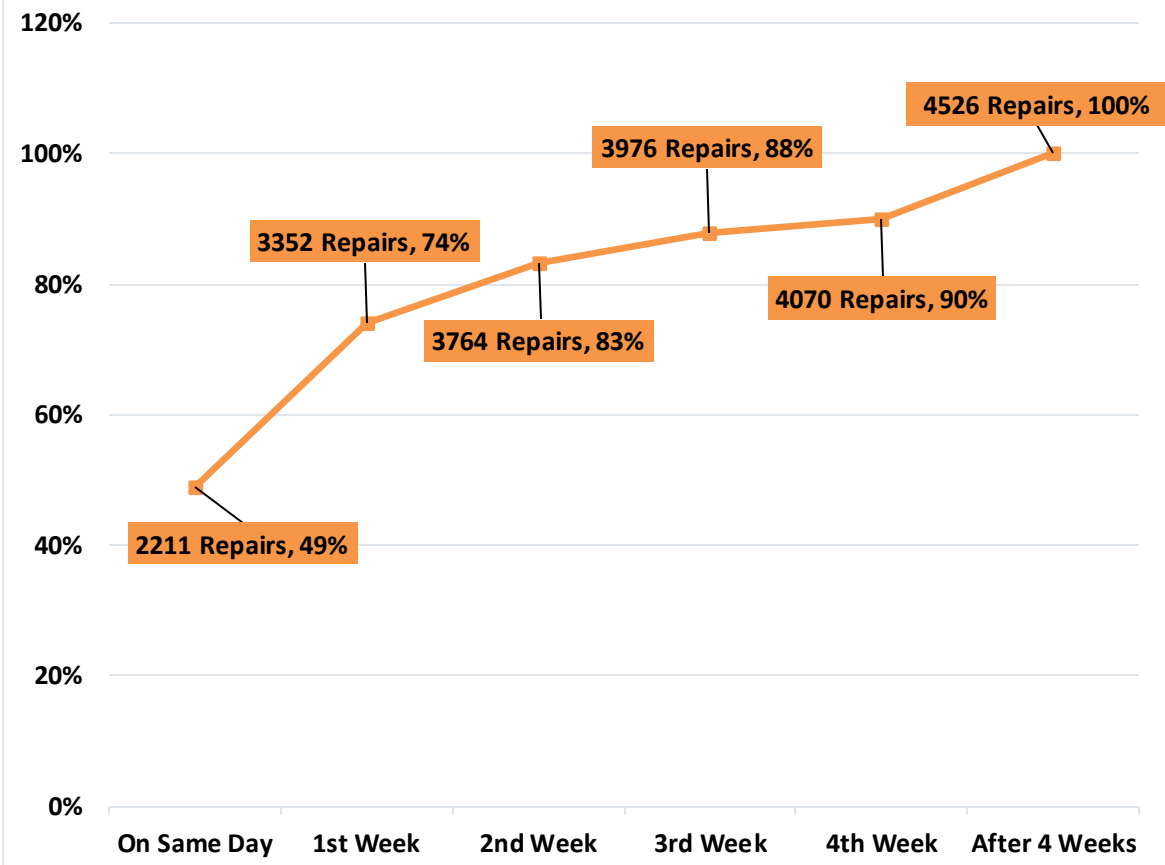
DEPARTMENT OF PUBLIC WORKS

**OFS**

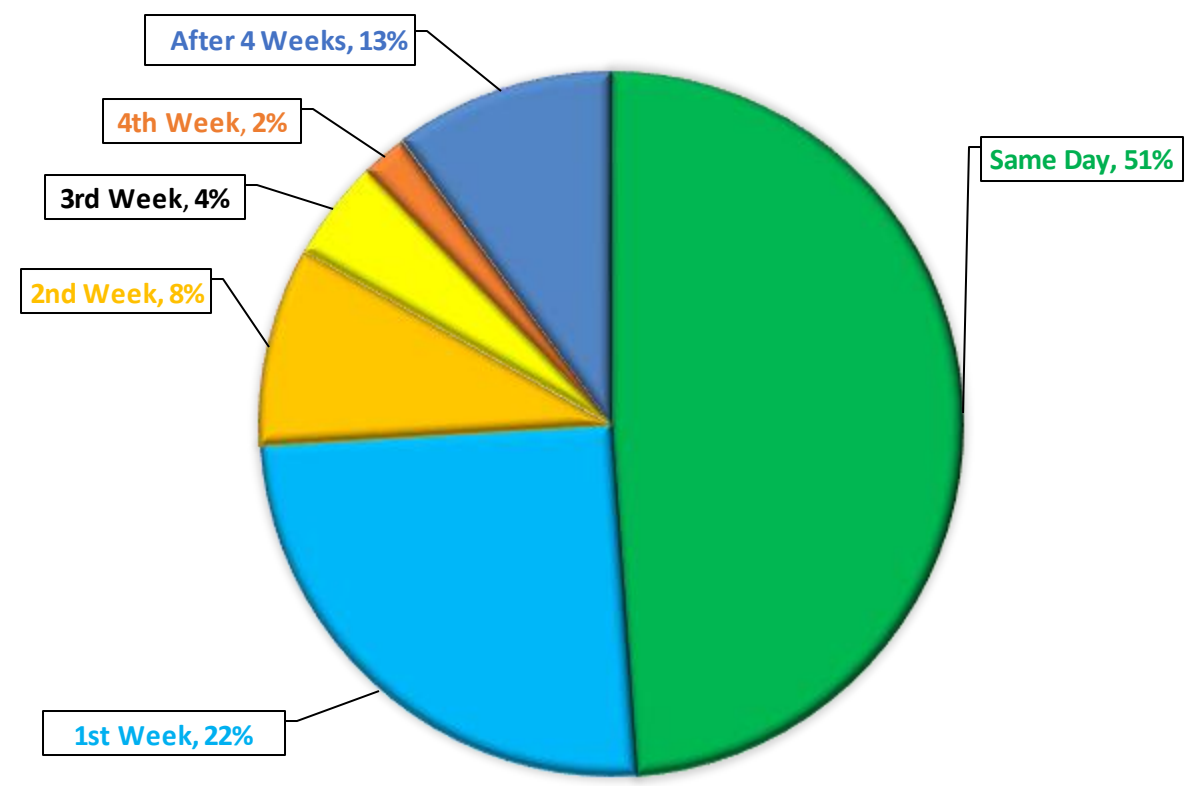
**OFFICE OF FLEET SERVICES**



### CUMULATIVE COA INTERNAL REPAIRS COMPLETED JANUARY 2024 - MARCH 2024

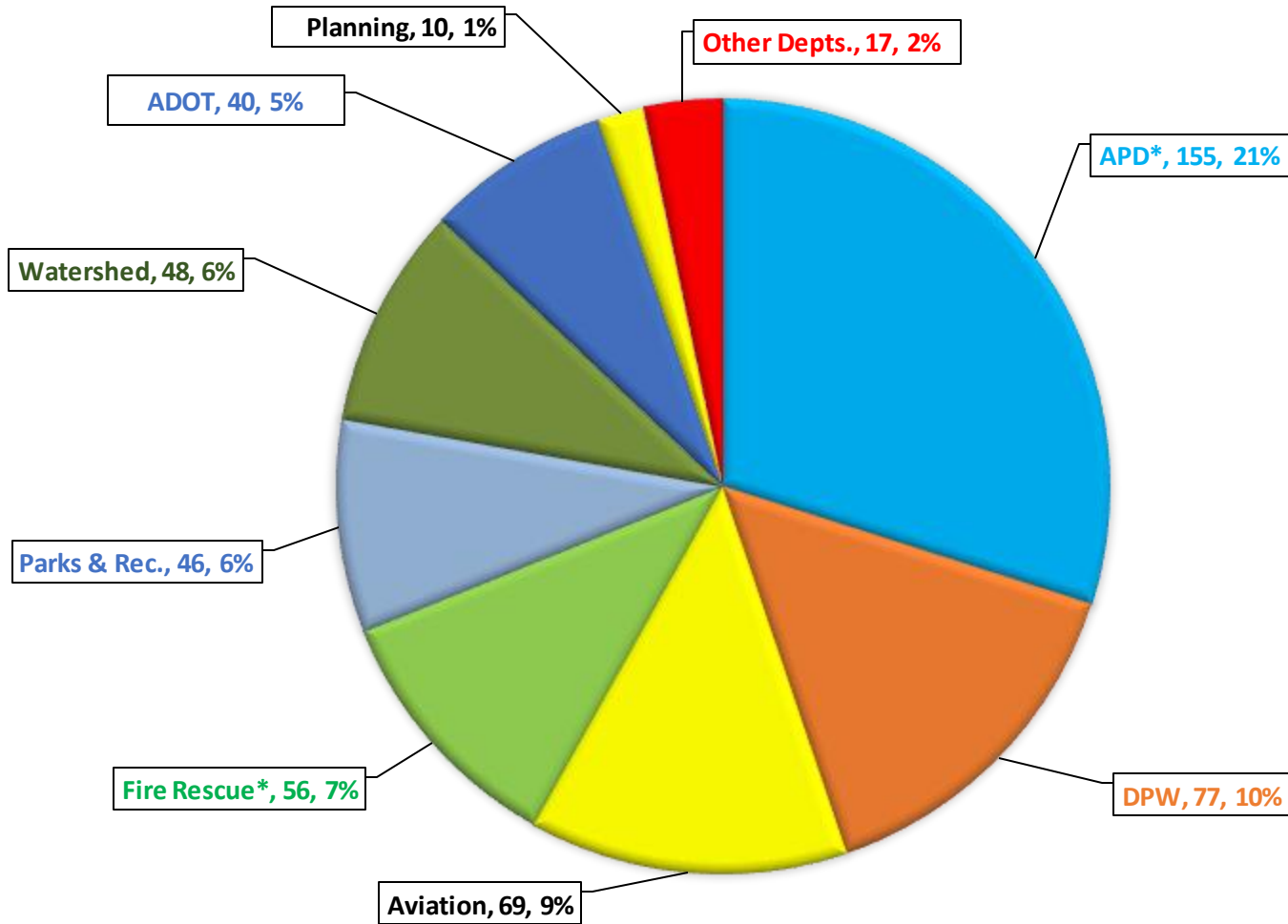


### % - COA INTERNAL REPAIRS COMPLETED BY WEEK JANUARY 2024 - MARCH 2024



# FLEET VEHICLES PENDING INTERNAL REPAIRS

**INTERNAL COA PENDING REPAIRS BY DEPARTMENT  
JANUARY 2024 – MARCH 2024**



<b>TOTAL PENDING INTERNAL REPAIRS</b>
<b>518</b>
<b>% OF ALL PENDING REPAIRS</b>
<b>69%</b>

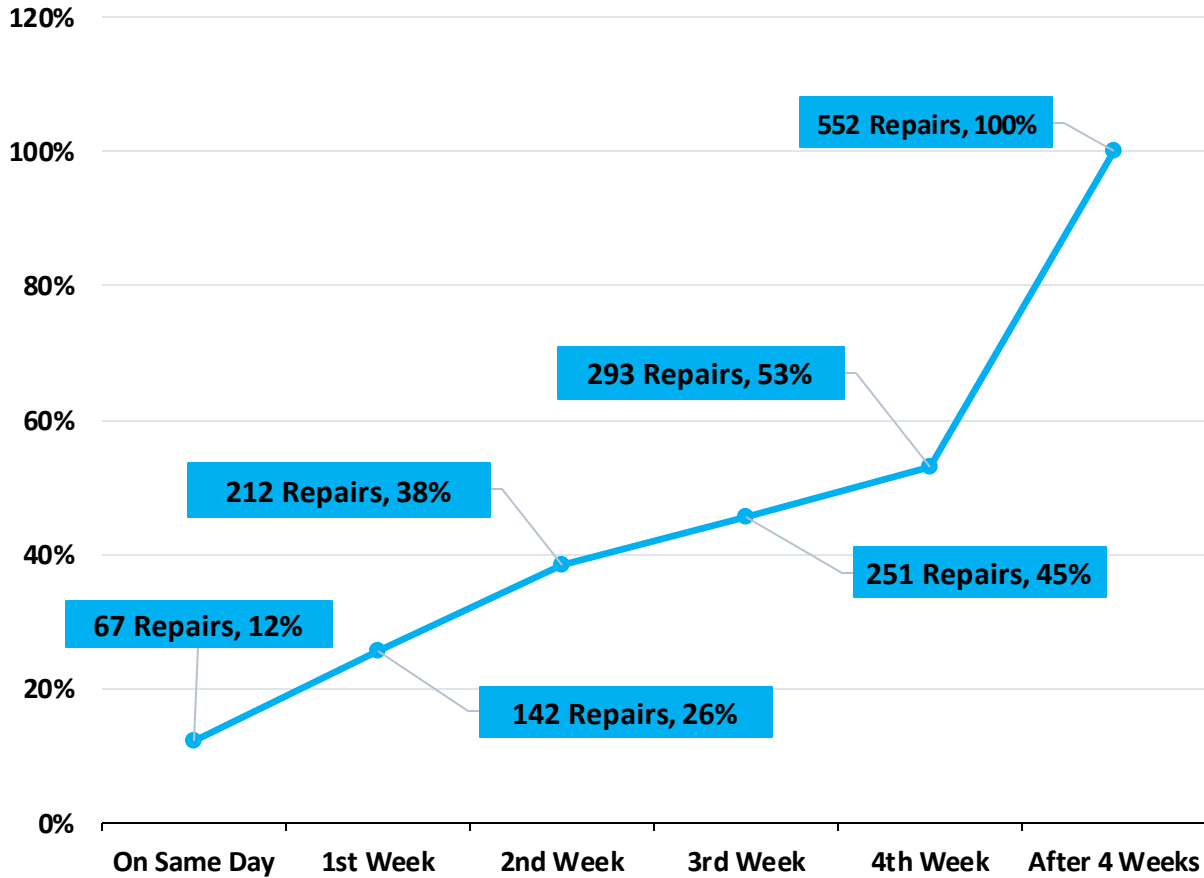
- APD\*
- DPW
- Aviation
- Fire Rescue\*
- Parks & Rec.
- Watershed
- ADOT
- Planning
- Other Depts.

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

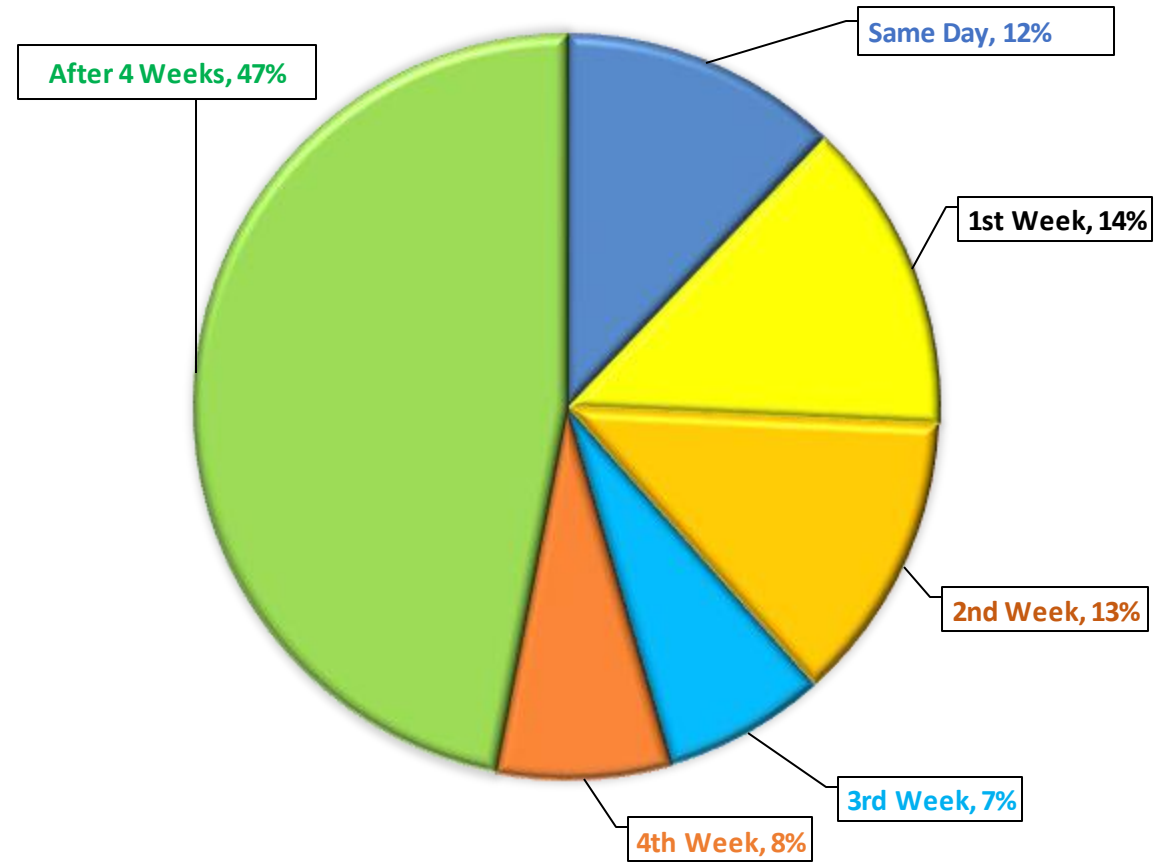




### CUMULATIVE COMMERCIAL REPAIRS COMPLETED JANUARY 2024 - MARCH 2024

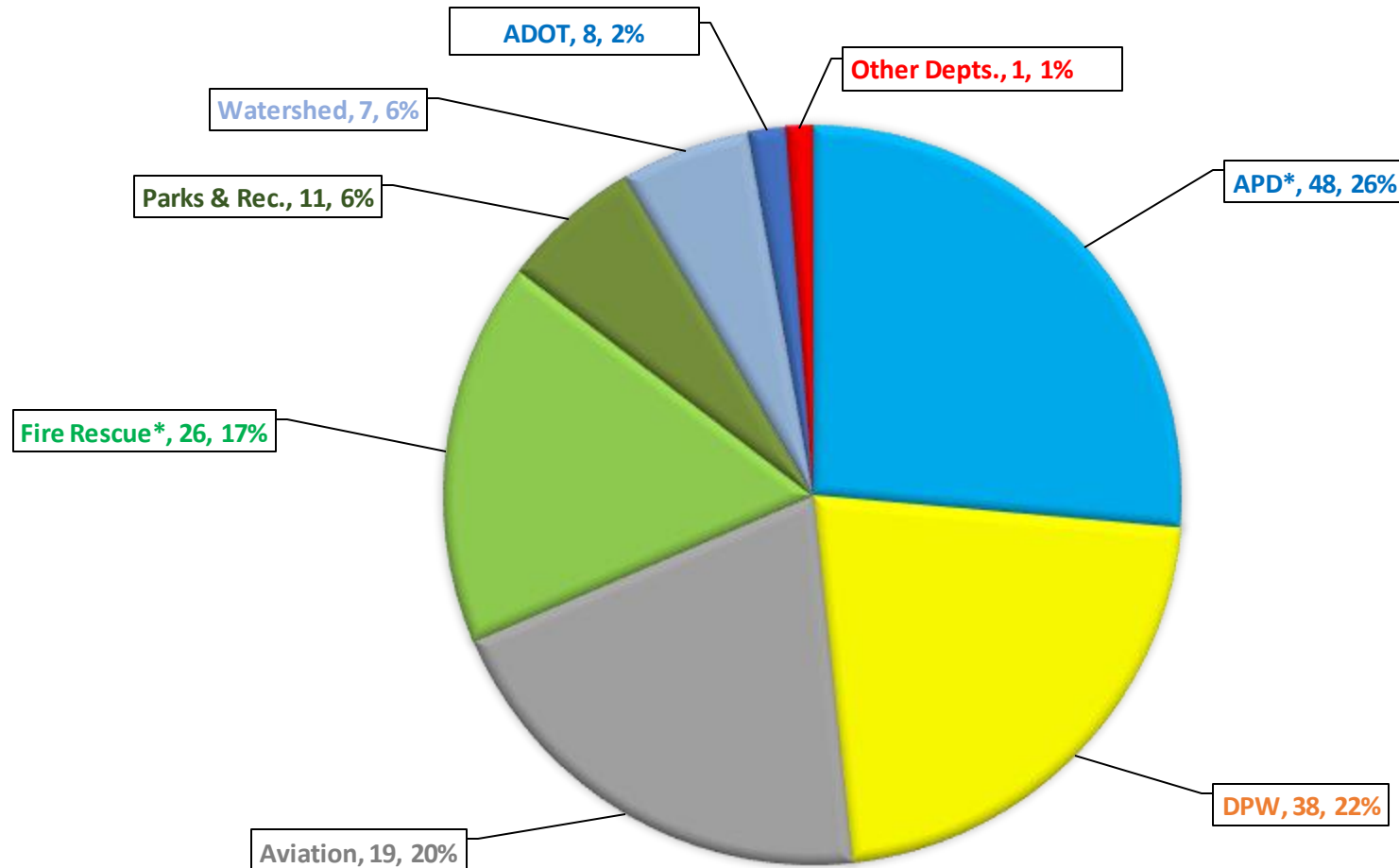


### % - COMMERCIAL REPAIRS COMPLETED BY WEEK JANUARY 2024 - MARCH 2024





## COMMERCIAL PENDING REPAIRS BY DEPARTMENT JANUARY 2024 – MARCH 2024

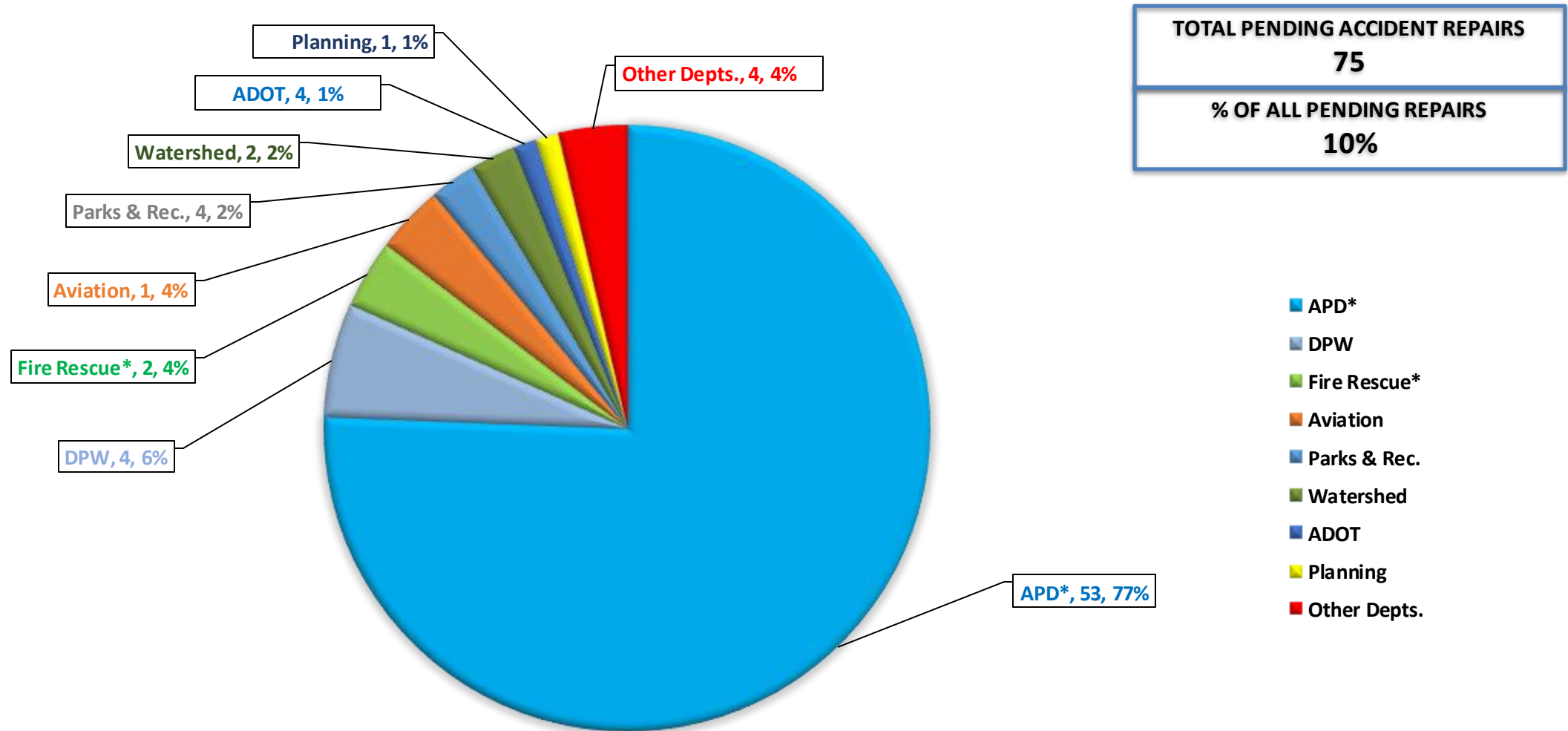


<b>TOTAL PENDING COMMERCIAL REPAIRS</b>
<b>158</b>
<b>% OF ALL PENDING REPAIRS</b>
<b>21%</b>

- APD\*
- DPW
- Aviation
- Fire Rescue\*
- Parks & Rec.
- Watershed
- ADOT
- Other Depts.

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

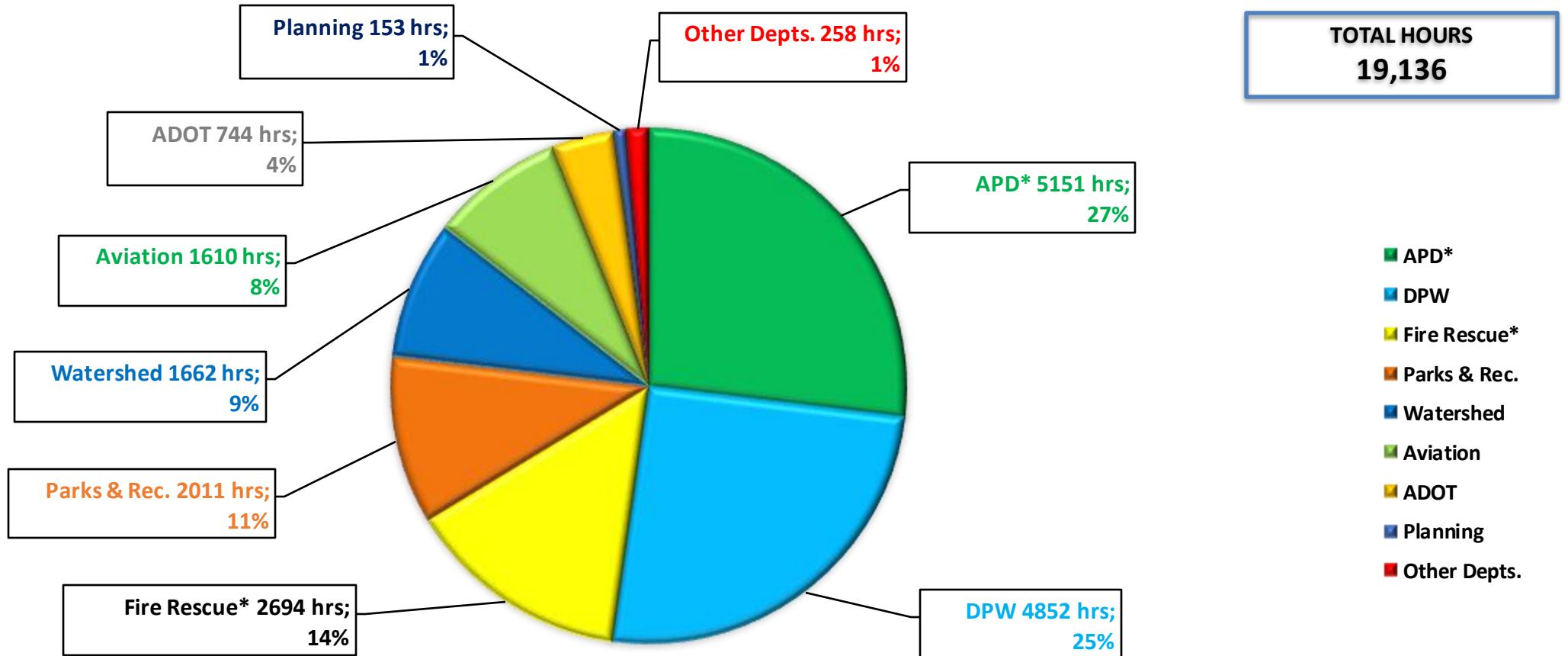
## COMMERCIAL PENDING ACCIDENT REPAIRS BY DEPARTMENT JANUARY 2024 – MARCH 2024



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



## TOTAL HOURS SPENT MAINTAINING VEHICLES/EQUIPMENT BY DEPARTMENT JANUARY 2024 - MARCH 2024

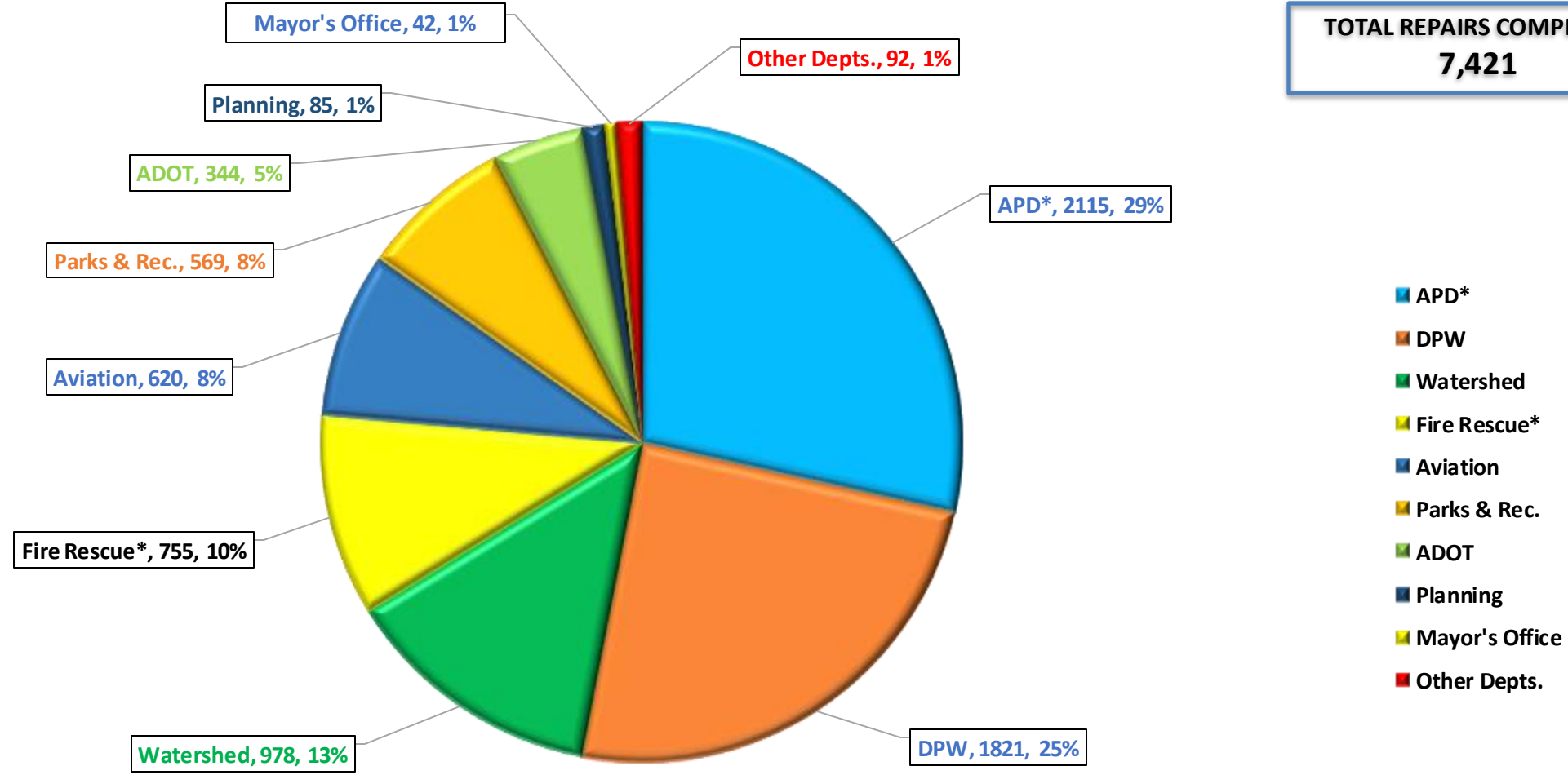


\* Department includes Airport safety vehicles (Police and Fire Rescue)



## NUMBER OF COMPLETED REPAIRS BY DEPARTMENT JANUARY 2024 – MARCH 2024

**TOTAL REPAIRS COMPLETED  
7,421**



- APD\*
- DPW
- Watershed
- Fire Rescue\*
- Aviation
- Parks & Rec.
- ADOT
- Planning
- Mayor's Office
- Other Depts.

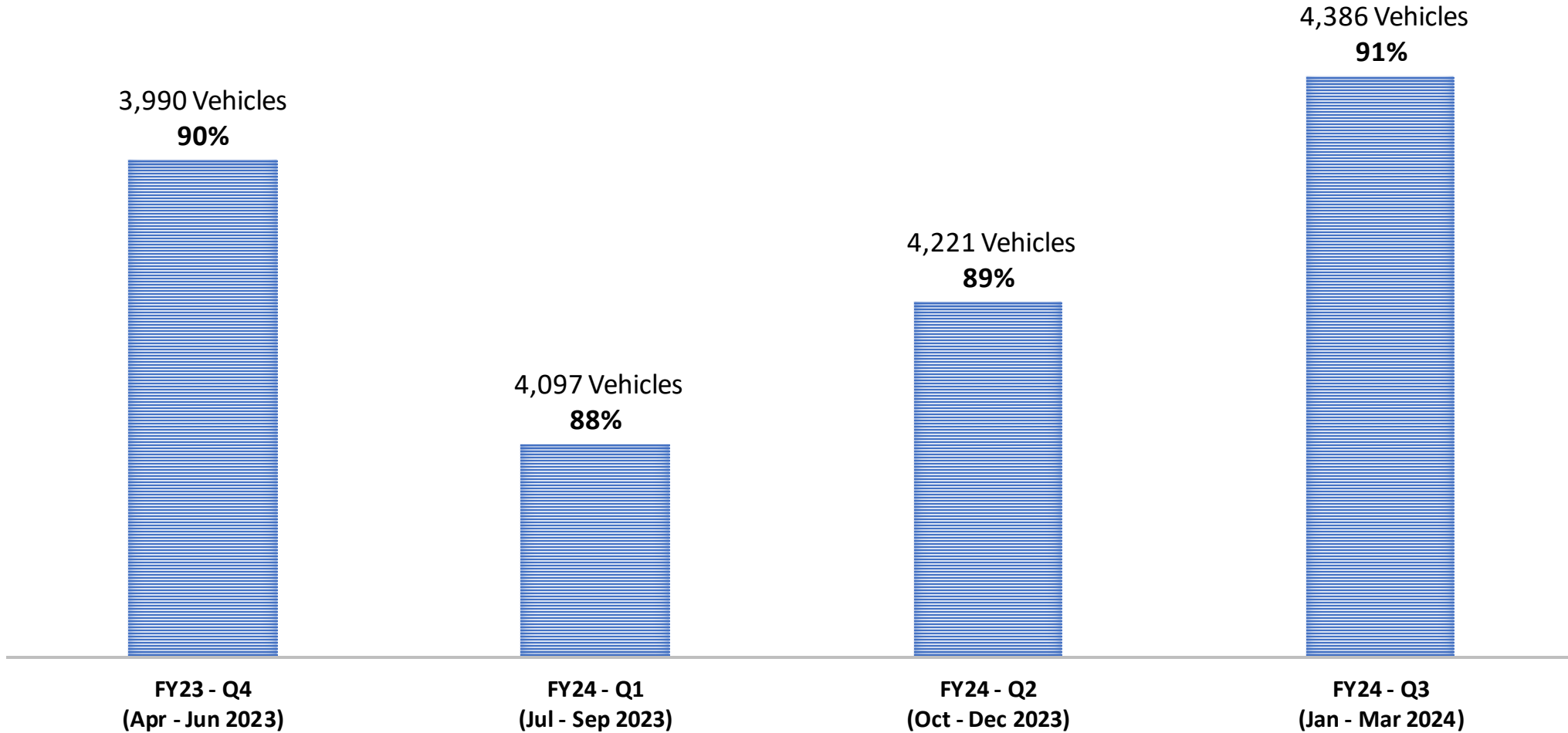
\* Department includes Airport safety vehicles (Police and Fire Rescue)





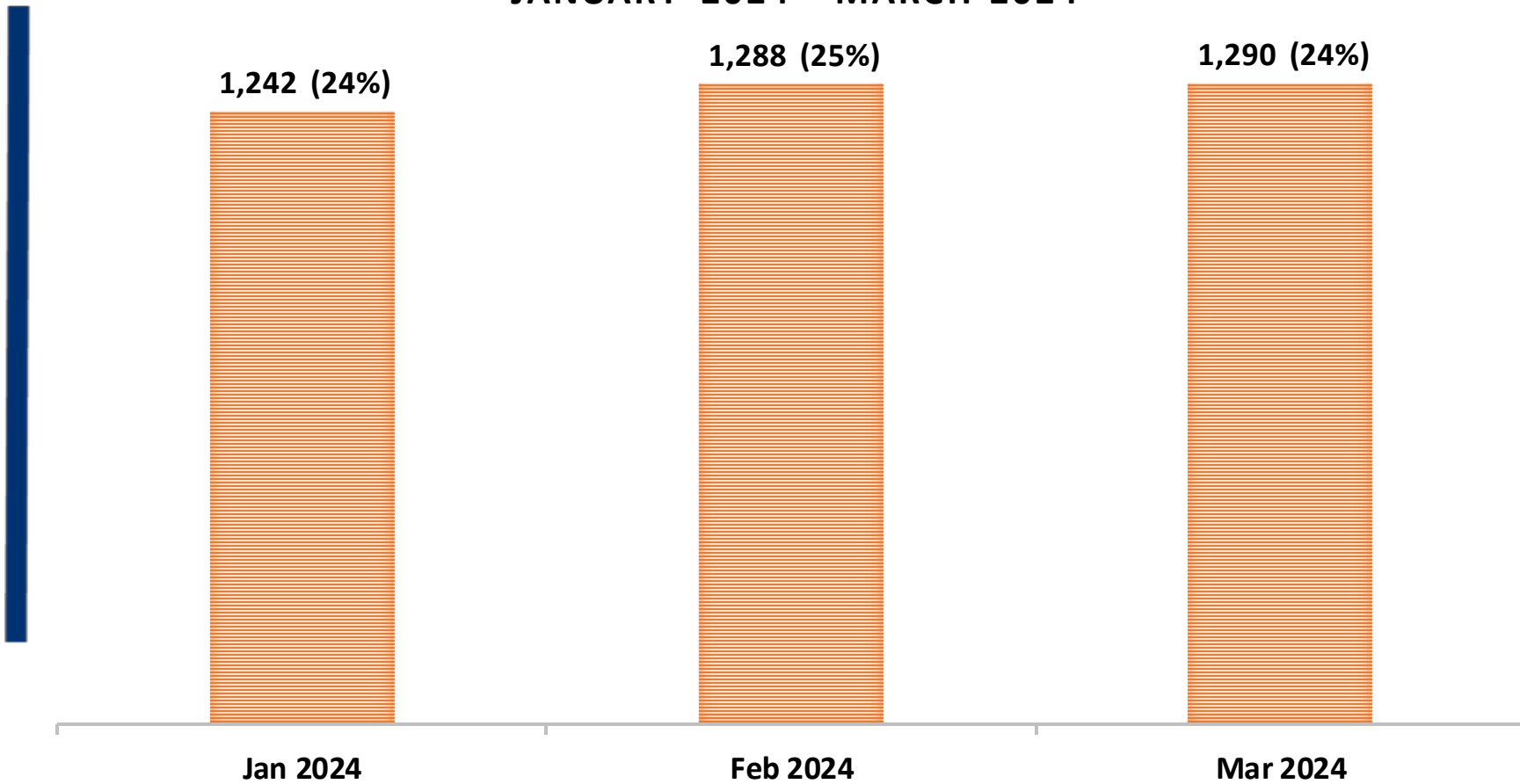
## Citywide Fleet Availability

JANUARY 2024 – MARCH 2024





### NUMBER OF PMS MISSED AND % FROM TOTAL ASSIGNED UNITS JANUARY 2024 - MARCH 2024

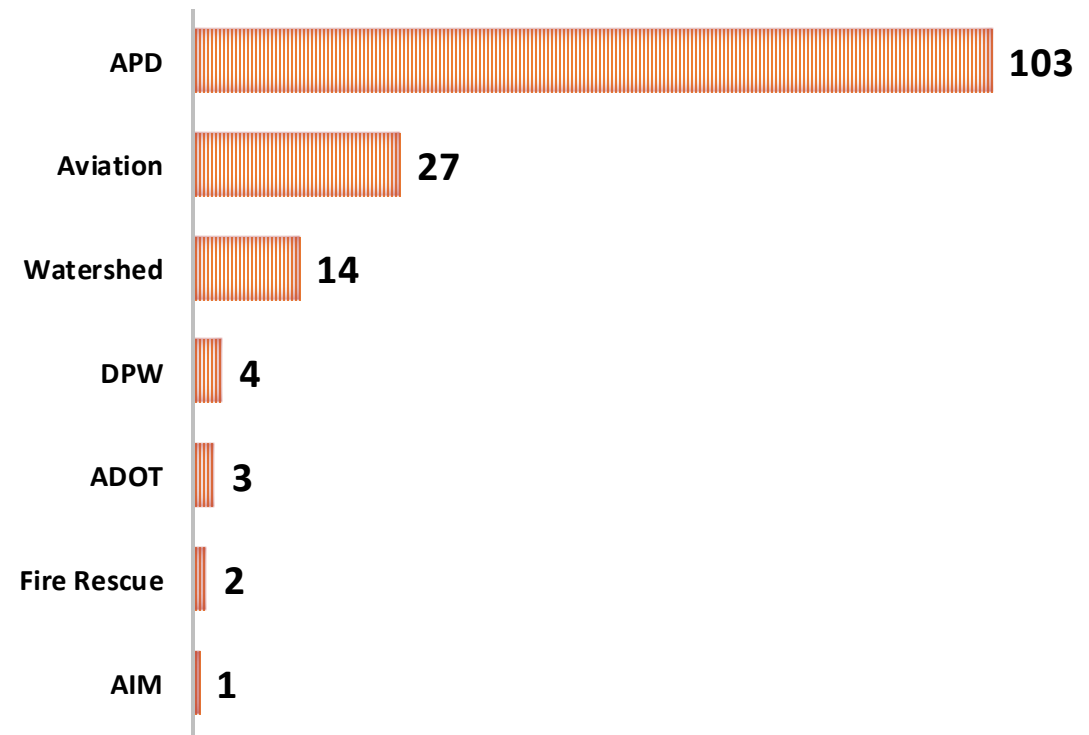


Average Units Assigned for PM	<b>4,979</b>
Average Units Scheduled for PM	<b>1,929</b>
Average Units Missing PM	<b>1,273</b>
Average % of PMs Missed	<b>26%</b>



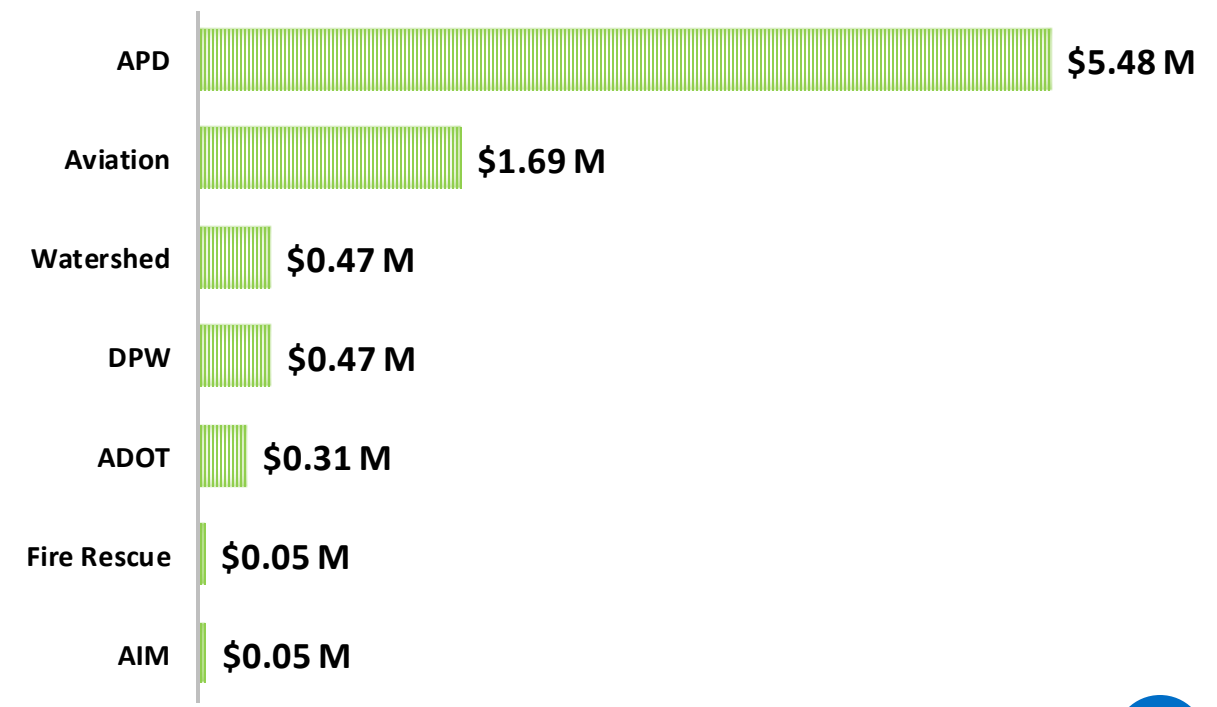
## NUMBER OF VEHICLES RECEIVED FROM VENDORS JANUARY 2024 - MARCH 2024

Total Vehicles	154
Total Vehicles Last Quarter	126



## COST OF VEHICLES RECEIVED FROM VENDORS JANUARY 2024 - MARCH 2024

Total Cost	\$8.53 M
Total Cost Last Quarter	\$11.32 M



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



**DPW**

DEPARTMENT OF PUBLIC WORKS

# **SAFETY DIVISION**



## JANUARY

- Total Accidents - 15
- Preventable - 7

## FEBRUARY

- Total Accidents - 8
- Preventable - 6

## MARCH

- Total Accidents - 15
- Preventable - 6





# 344

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

# 60

## GENERAL SAFETY TRAINING

# 56

## CERTIFIED FLAGGER TRAINING

# 228

## 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	→	17
Permits Received	→	9
Awaiting Testing	→	8



## Road/Skills: Training & Testing



Total Students	→	21
CDL Certifications Received	→	17
Awaiting Retesting	→	4





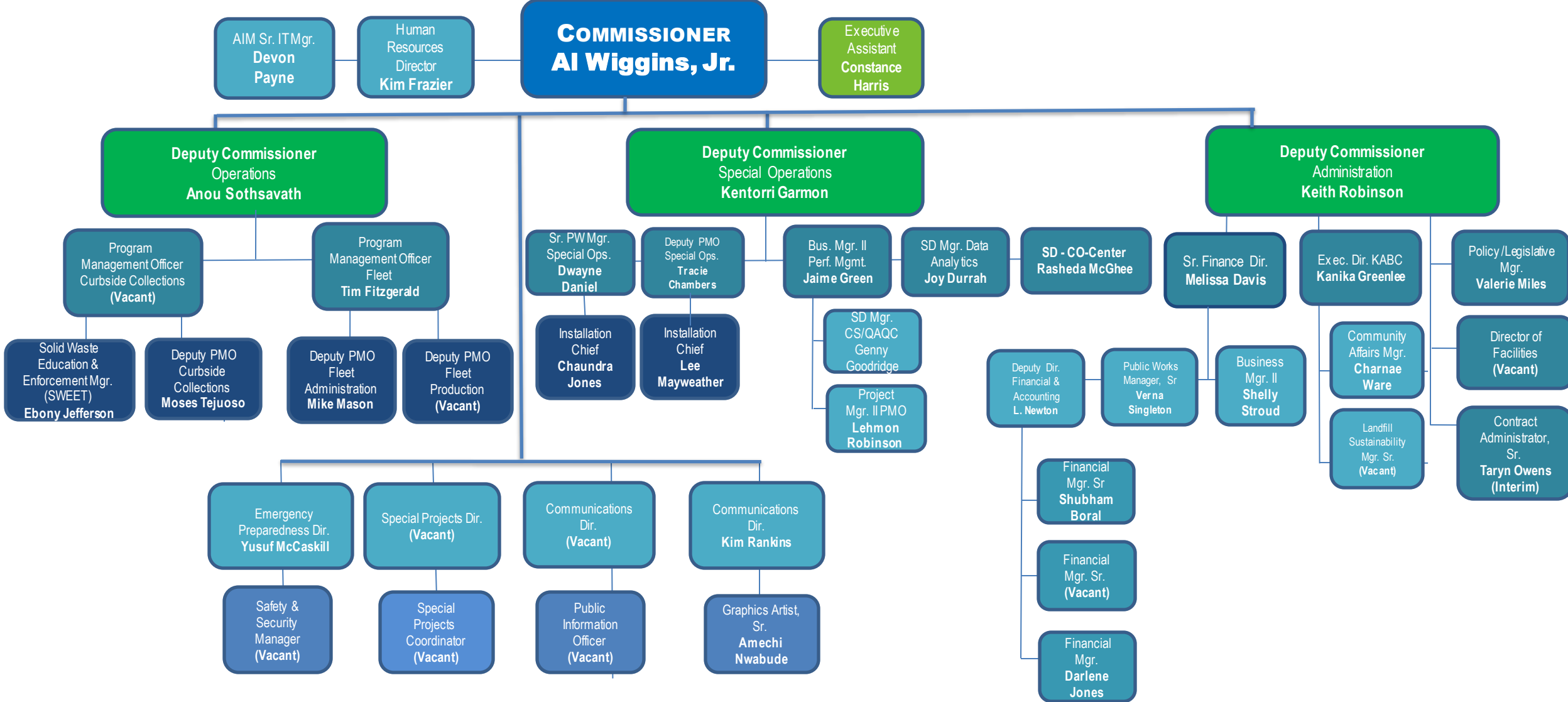
**DPW**

DEPARTMENT OF PUBLIC WORKS

**HR**

**HUMAN RESOURCES**







Total Positions	*Positions Filled	Positions Not Filled	% Filled
714	559	155	78%

### Overall Percentage Filled by Department

DEPARTMENT	Filled	Vacant	Allocated	% Filled
Office of Commissioner	123	27	150	82%
Office of Solid Waste Services	287	75	362	79%
Office of Fleet Services	121	72	193	63%
Watershed	10	2	12	83%





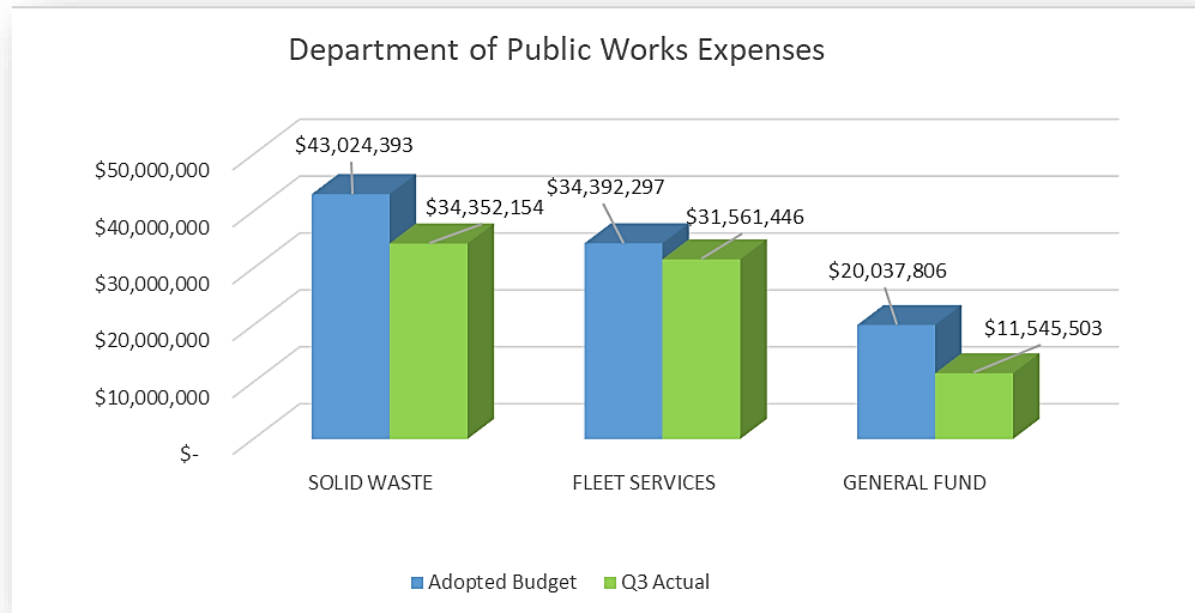
**DPW**

DEPARTMENT OF PUBLIC WORKS

# FINANCE



DEPARTMENT	BUDGET	Q3 ACTUAL	PERCENTAGE
<b>SOLID WASTE</b>	\$ 43,024,393	\$34,352,154	80%
<b>FLEET SERVICES</b>	\$ 34,392,297	\$31,561,446	92%
<b>GENERAL FUND</b>	\$ 20,037,806	\$ 11,545,503	58%
<b>TOTAL</b>	<b>\$ 97,454,496</b>	<b>\$77,459,103</b>	<b>79%</b>





**DPW**

DEPARTMENT OF PUBLIC WORKS

# **OPERATION CLEAN SWEEP**



## Volunteer- Based Metrics January 2024 – March 2024

**EVENTS** 8  
Total Events

Total Volunteers

26



23  
Volunteer  
Hours

24,815  
Lbs. of Litter  
Collected



124  
Miles Serviced

## OCS Performance Metrics January 2024 - March 2024

848  
Illegal  
Dumping Sites Completed



1,126

Tons of Litter Collected

1,167

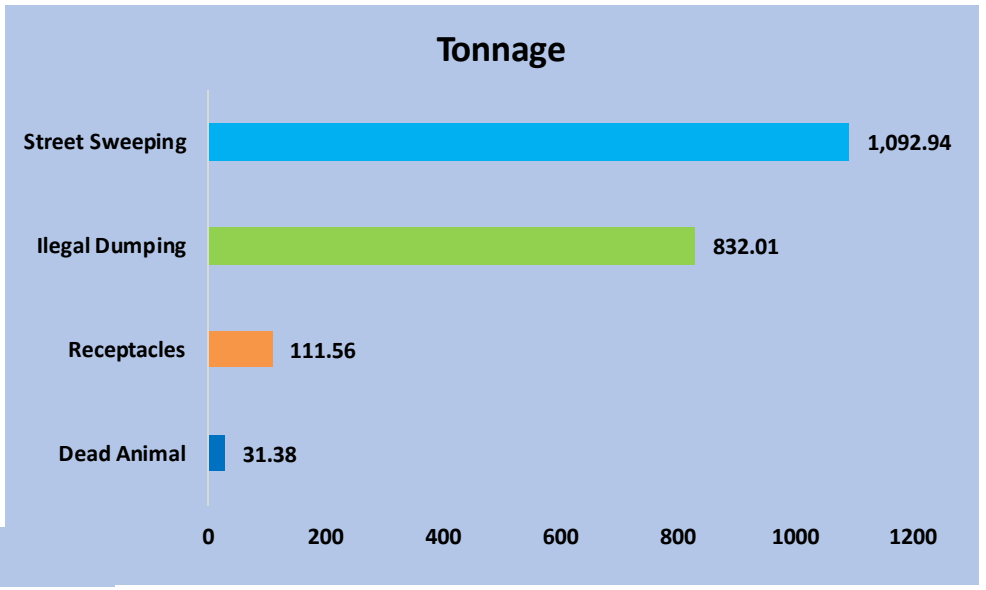
Right-of-Way (ROW) Miles



61,214  
Receptacles Serviced



7,535  
Street Sweeping Miles



Tonnage (All OCS Services)





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# **FRONTLINE HEROES**





Congratulations, Solid Waste Services Route Supervisor Whitney Beauford, City of Atlanta Woman of Impact Award Recipient





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**THANK  
YOU**