



DPW

DEPARTMENT OF PUBLIC WORKS

FY'24Q4

Quarterly Report

Reporting Period:
April – June 2024

Prepared for City Utilities Committee

Presented August 27, 2024

MAYOR ANDRE DICKENS
Kentorri Garmon, Interim Commissioner





| | |
|---|-----------|
| Performance Management..... | 3 |
| Solid Waste Services..... | 12 |
| Bulk Collections..... | 20 |
| Keep Atlanta Beautiful Commission..... | 22 |
| Office of Fleet Services | 24 |
| Safety Division | 35 |
| Human Resources..... | 40 |
| Finance | 43 |
| Special Projects | 45 |
| Frontline Heroes..... | 48 |



DPW

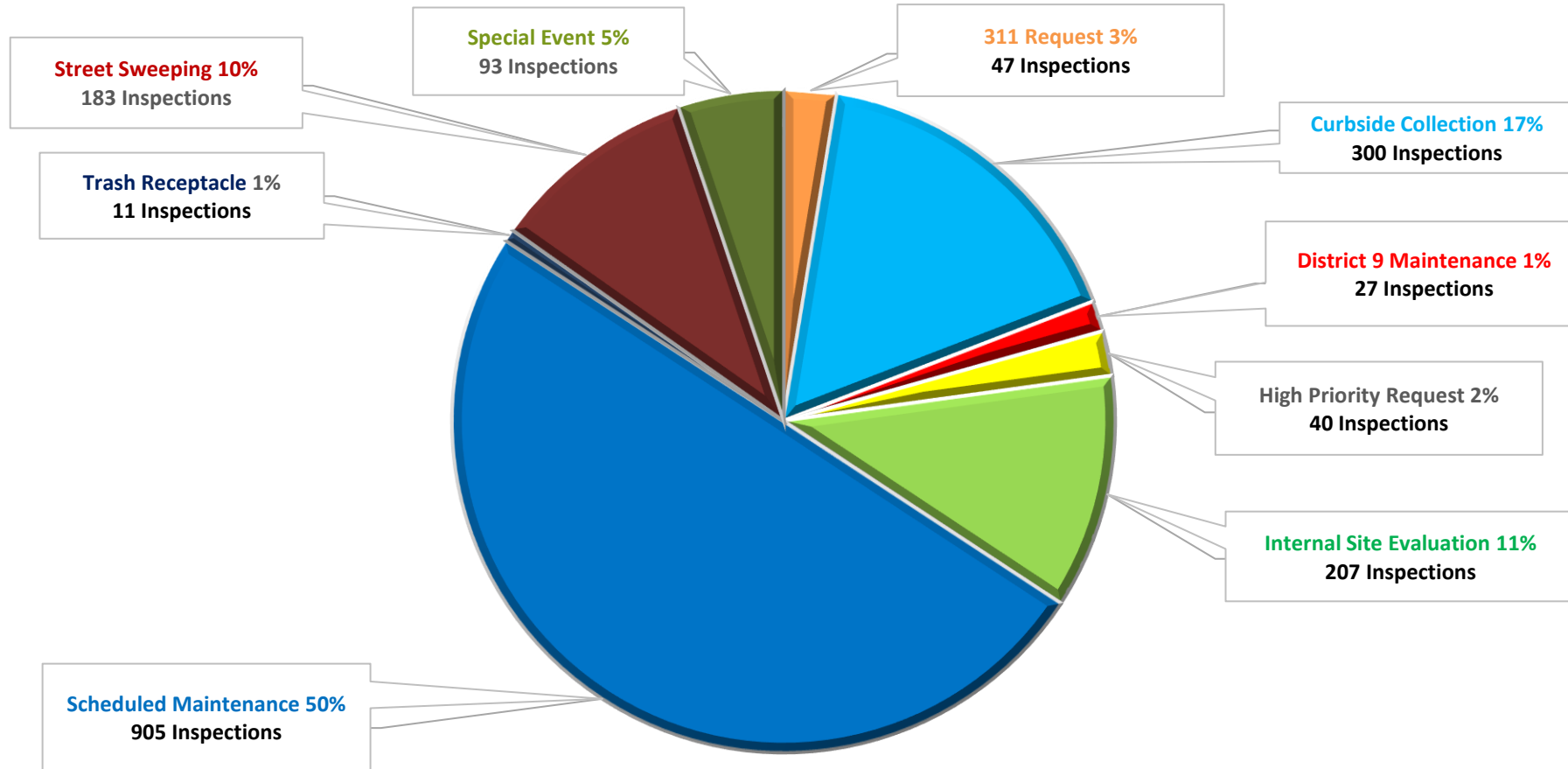
DEPARTMENT OF PUBLIC WORKS

PMU

PERFORMANCE MANAGEMENT UNIT



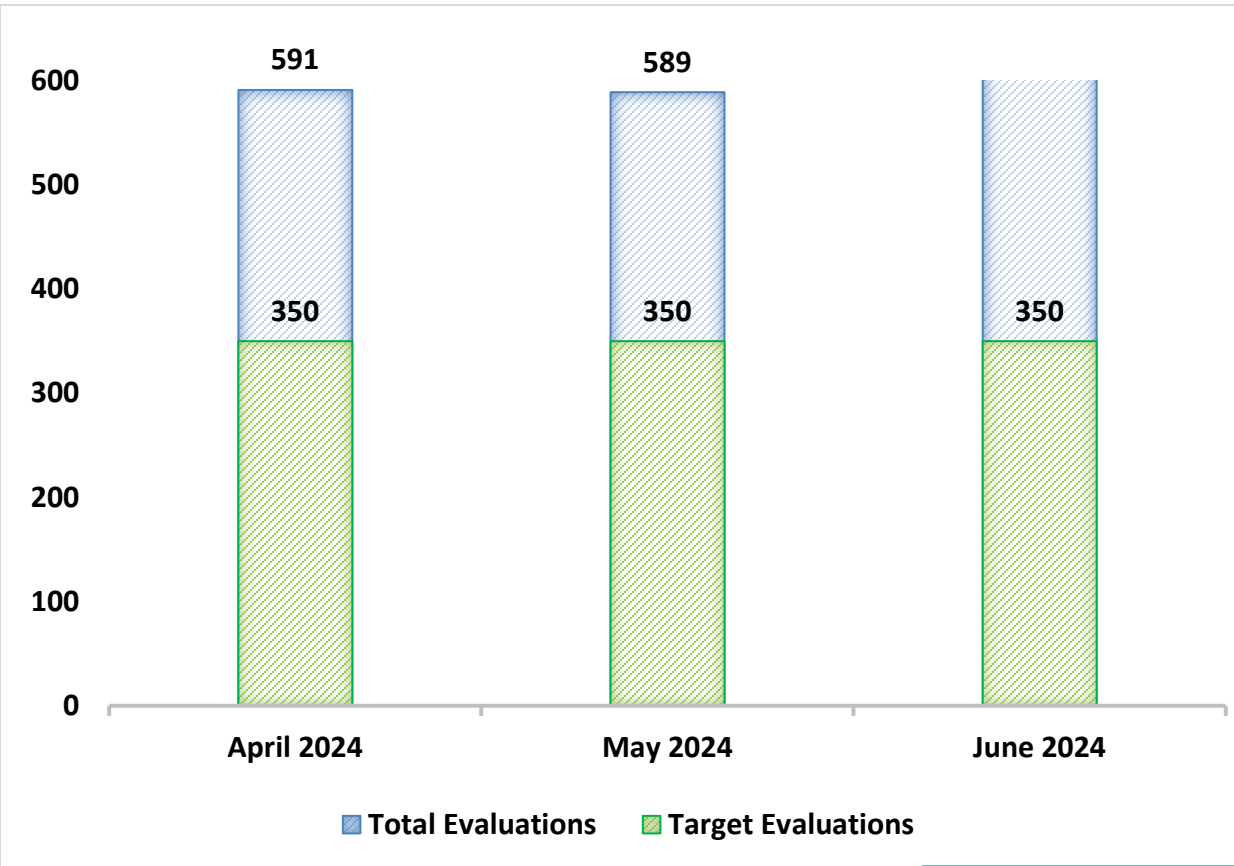
AREAS EVALUATED APRIL 2024 - JUNE 2024





PERFORMANCE METRICS (EVALUATIONS)

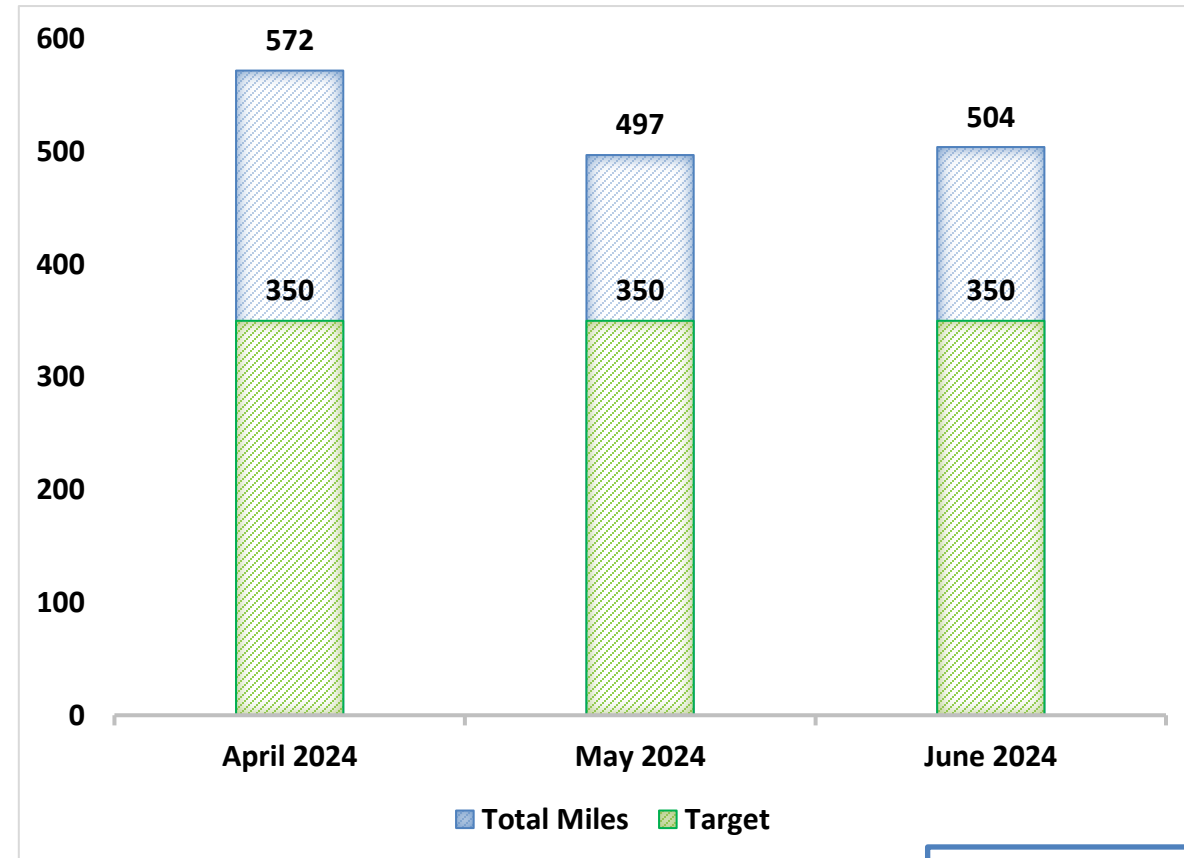
Total Evaluations
1,813



Target Evals
350/month

SEGMENT LENGTH (MILES)

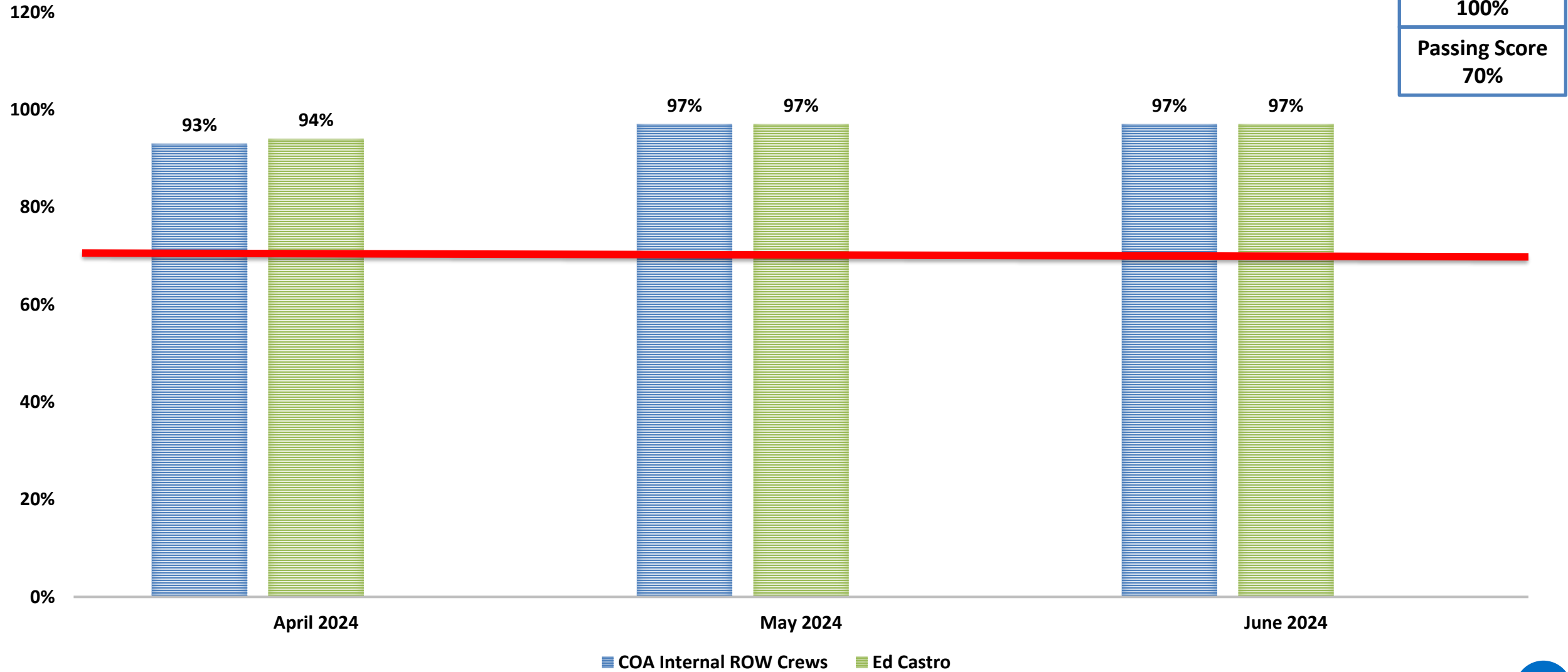
Total Miles
1,573



Target Miles
350/month



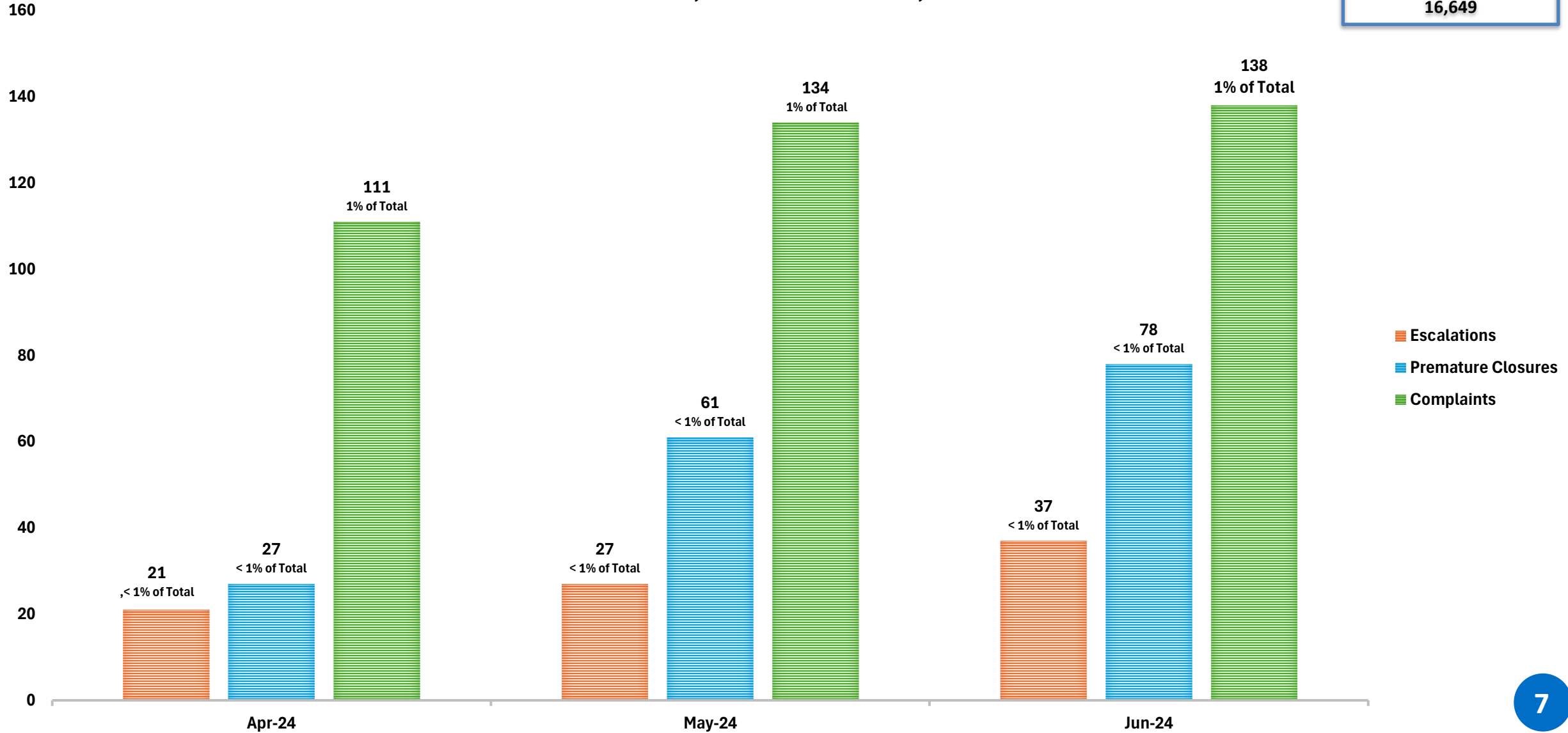
CONTRACTOR EVALUATION SCORE (AVG)





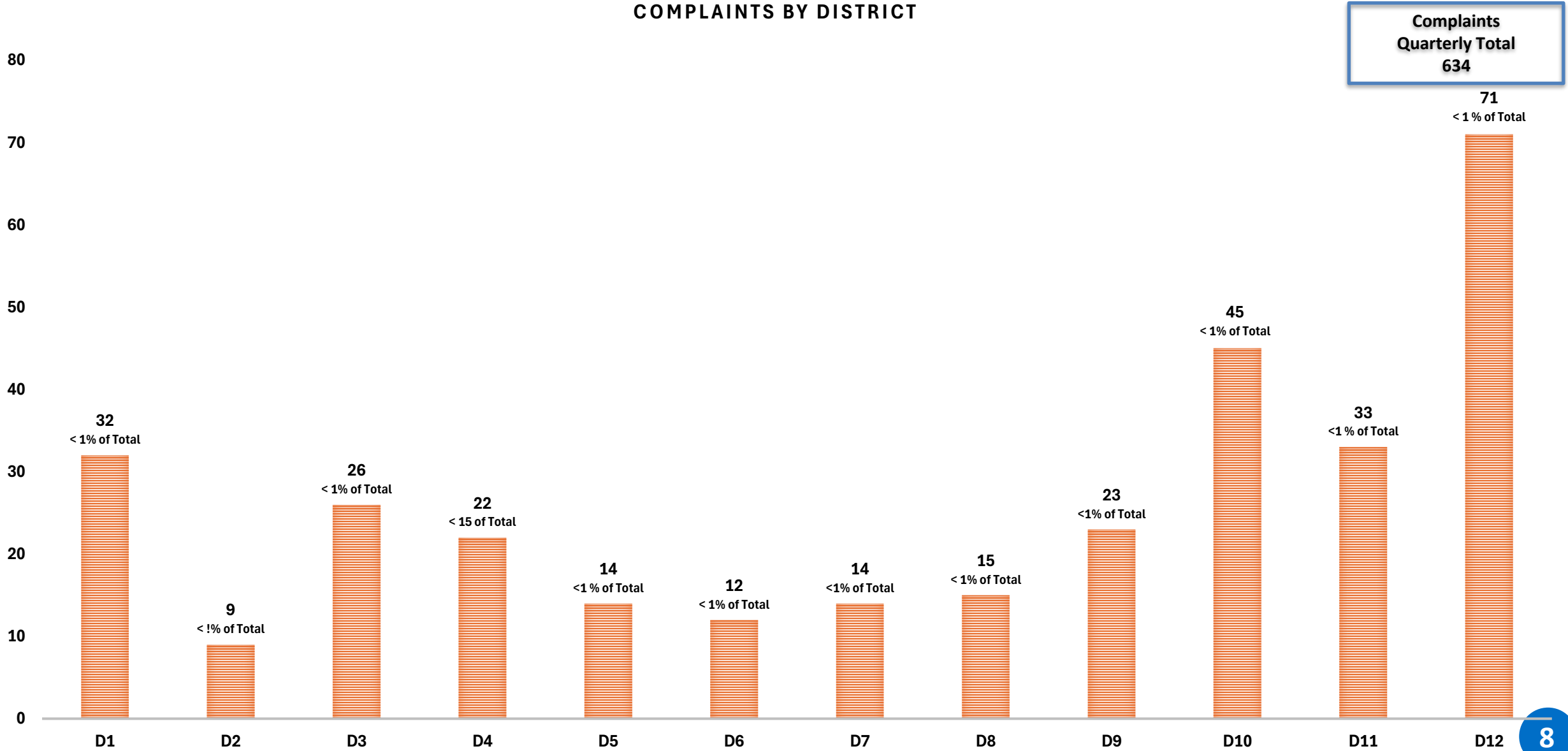
PREMATURE CLOSURES, ESCALATIONS, AND COMPLAINTS

Quarterly Total Cases
16,649





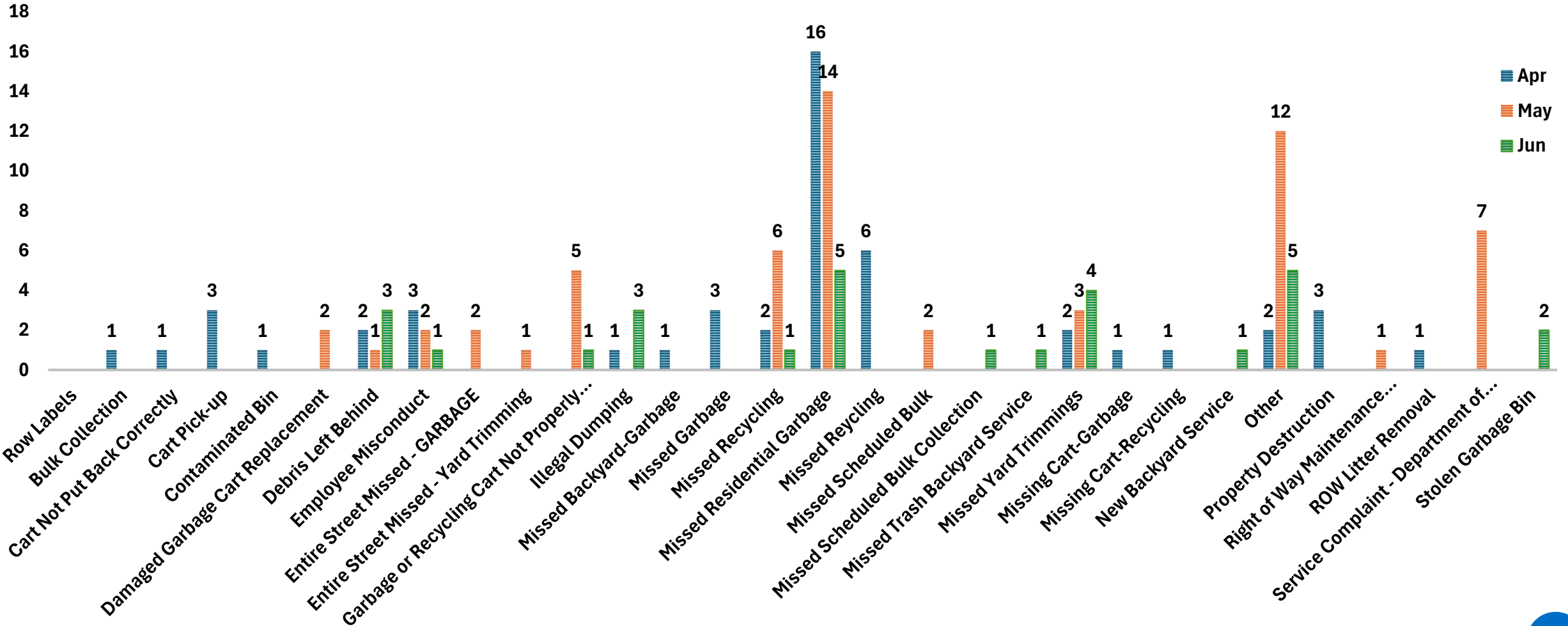
COMPLAINTS BY DISTRICT



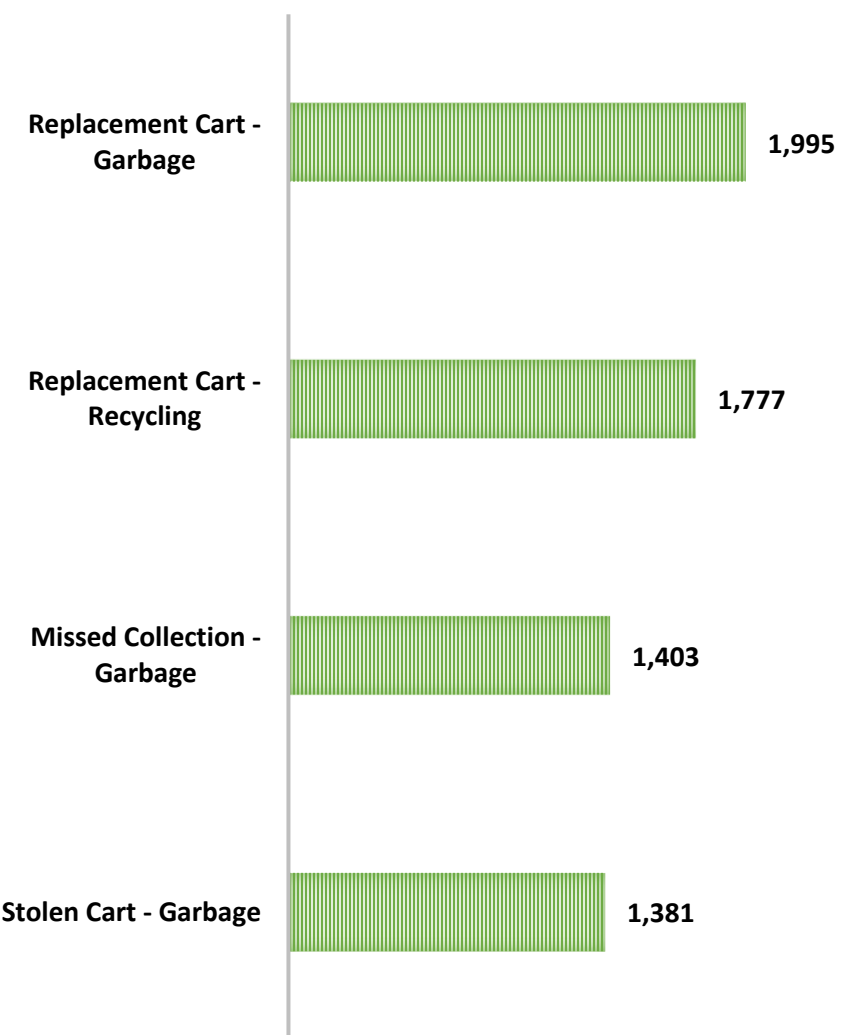


Complaints
Quarterly Total
383

COMPLAINTS BY AREA

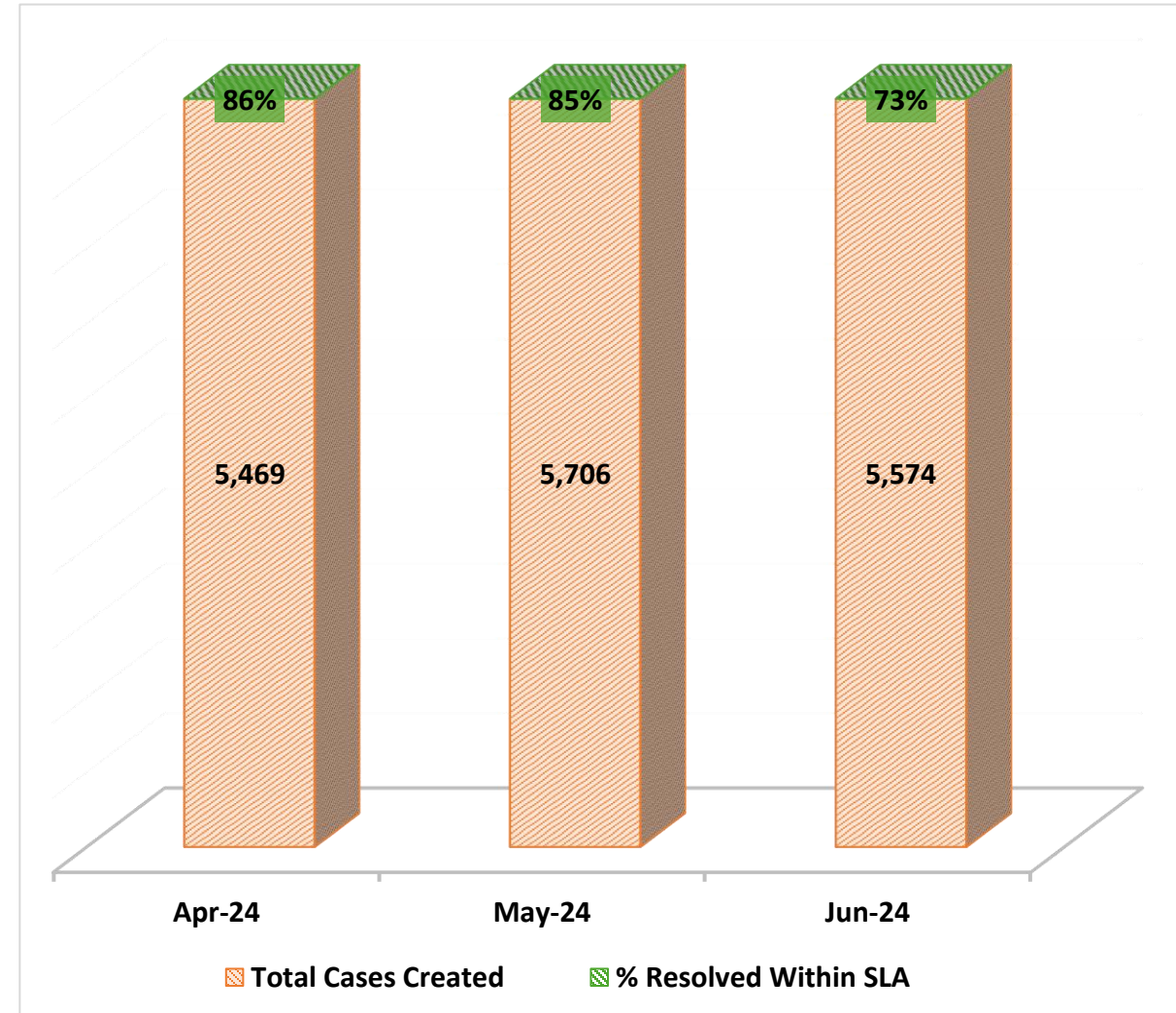


**Top 4 Requested Services – DPW Overall Cases
APRIL – JUNE 2024**



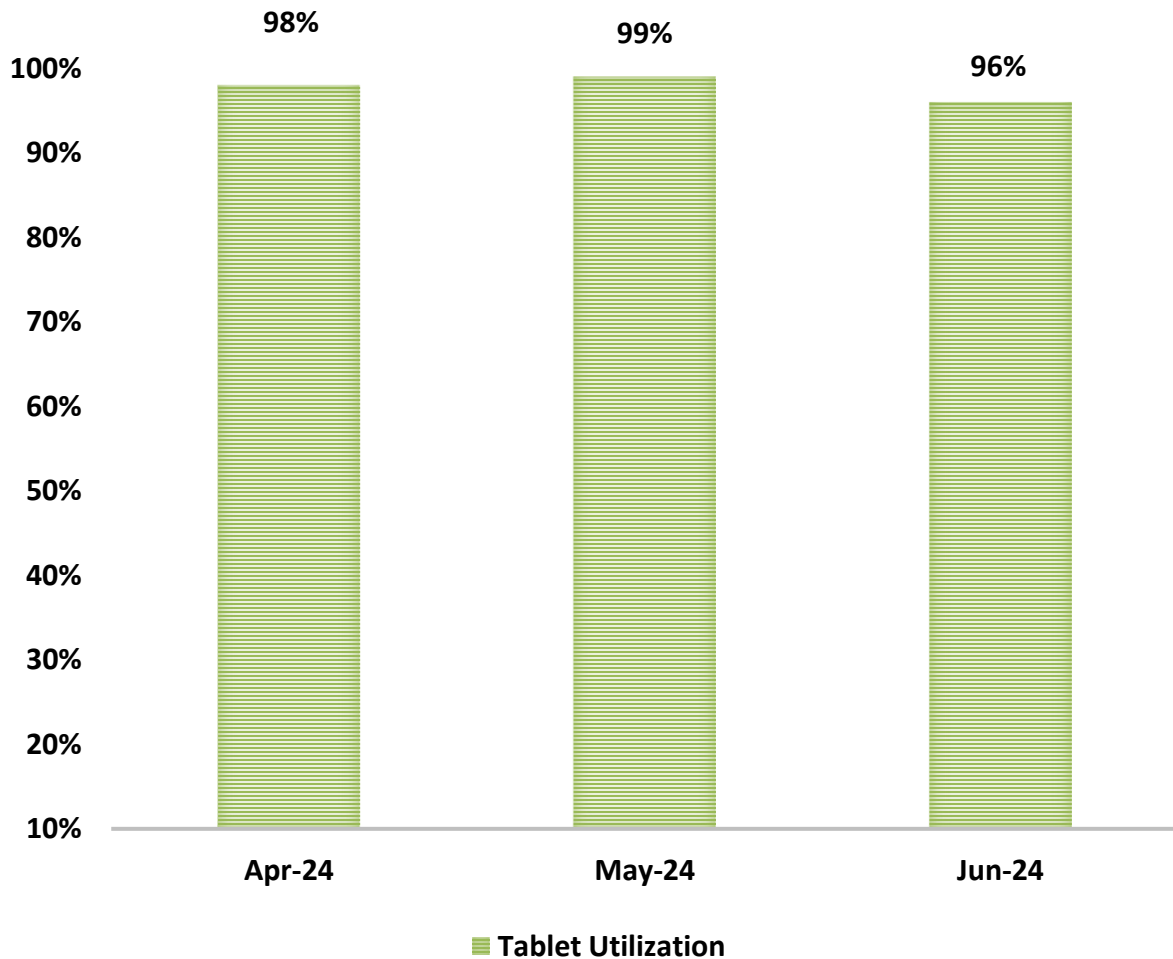
| | |
|---------------------------------------|---------------|
| TOTAL CASES CREATED | 16,749 |
| TOTAL CASES RESOLVED | 15,814 |
| TOTAL CASES PENDING RESOLUTION | 935 |
| % of CASES RESOLVED | 94% |

Total Overall Cases Created vs % of Cases Resolved within SLA



RUBICON - TABLET UTILIZATION BY MONTH

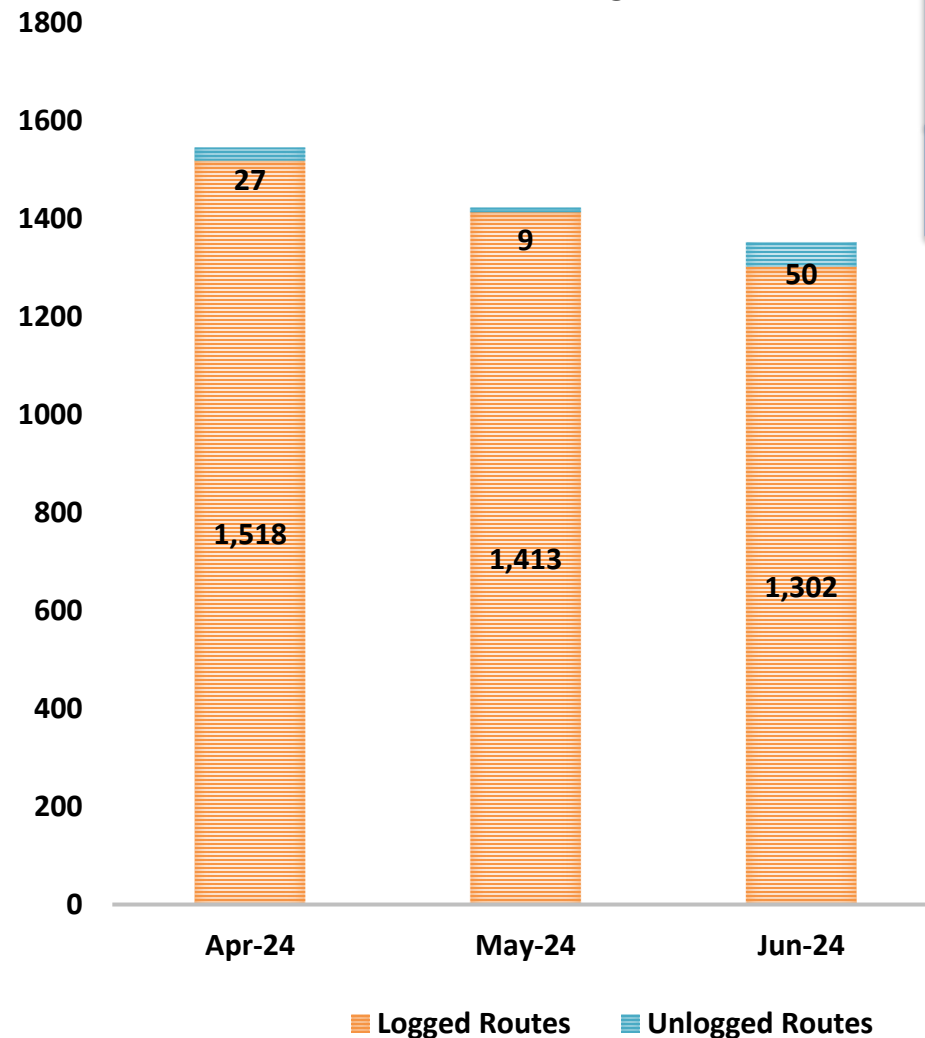
Goal
85%



ROUTE COMPLETION BY MONTH

Total Routes
April – 1,545
May – 1,422
June – 1,352

Goal
100%



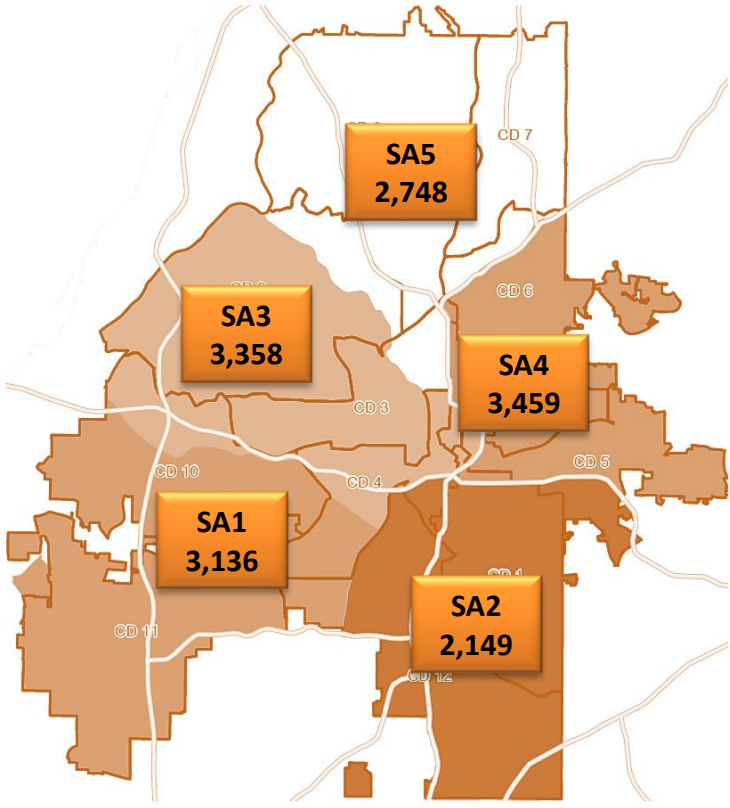


DPW

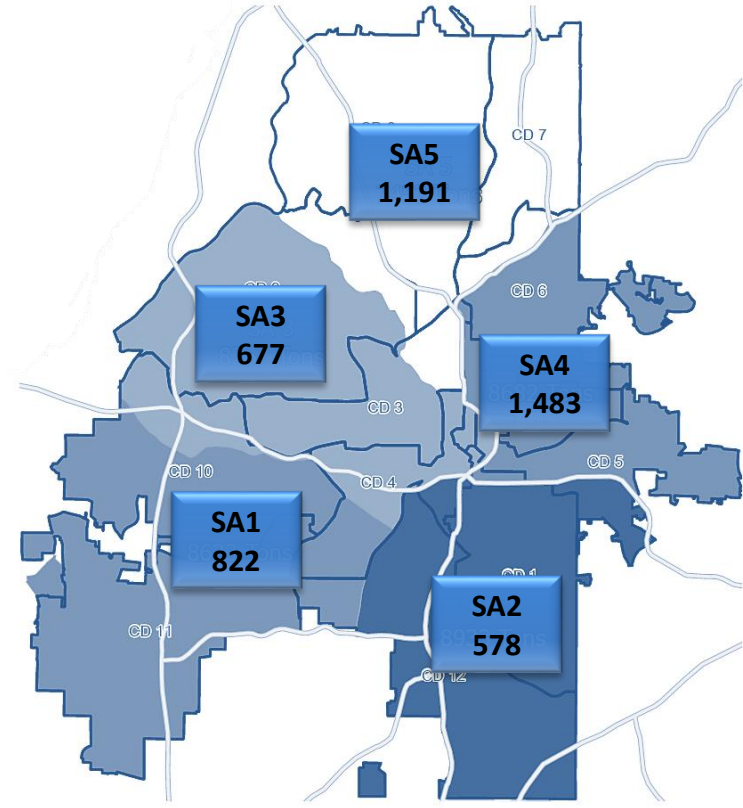
DEPARTMENT OF PUBLIC WORKS

SWS

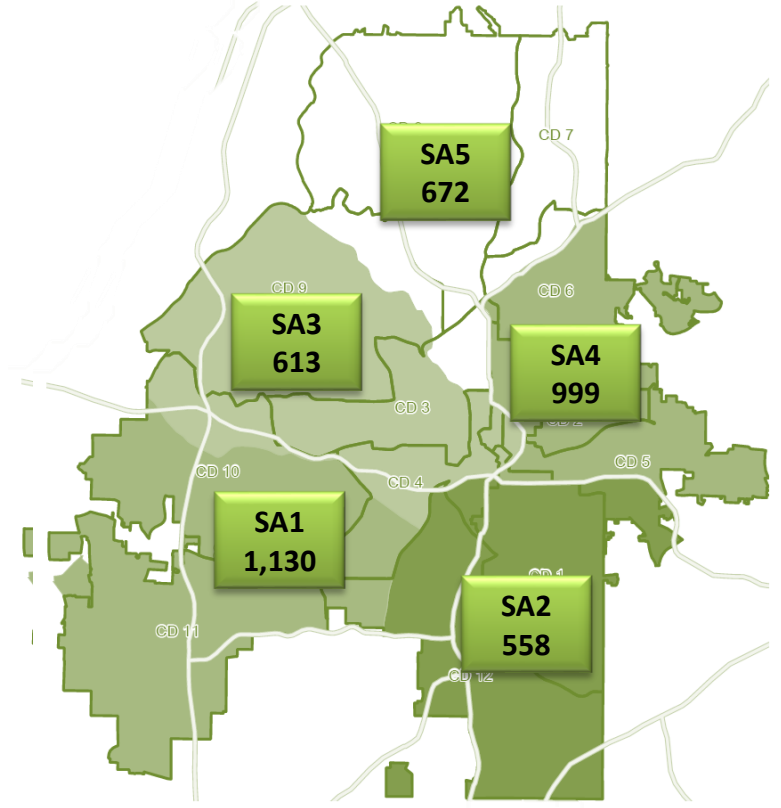
OFFICE OF SOLID WASTE SERVICES



| GARBAGE TONNAGE | |
|-----------------|--------|
| FY24 Q3 | 17,088 |
| FY24 Q4 | 17,957 |



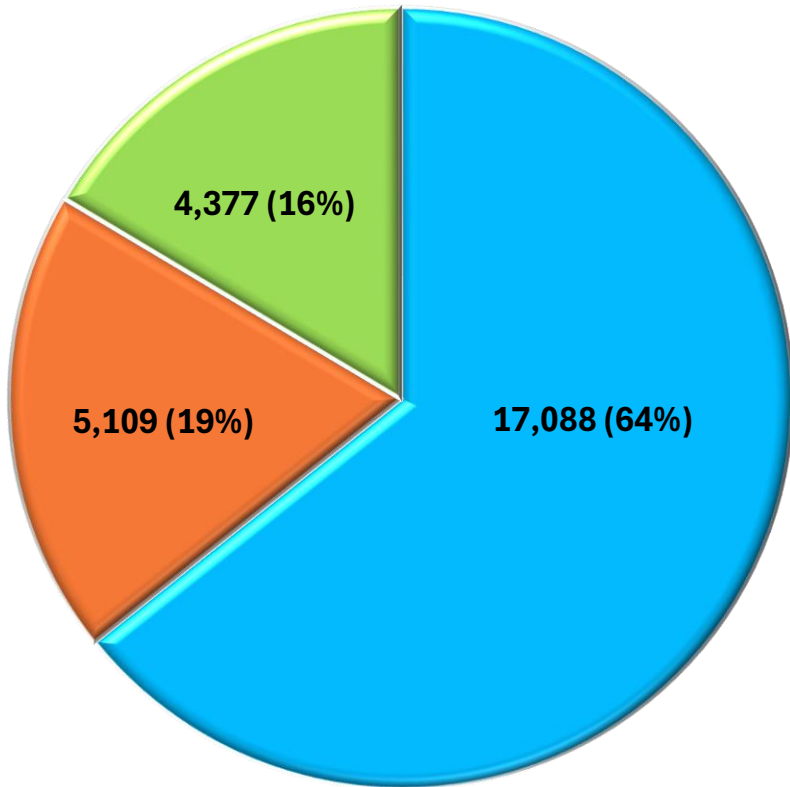
| RECYCLING TONNAGE | |
|-------------------|-------|
| FY24 Q3 | 5,109 |
| FY24 Q4 | 4,958 |



| YARD TRIMMING TONNAGE | |
|-----------------------|-------|
| FY24 Q3 | 4,377 |
| FY24 Q4 | 4,045 |

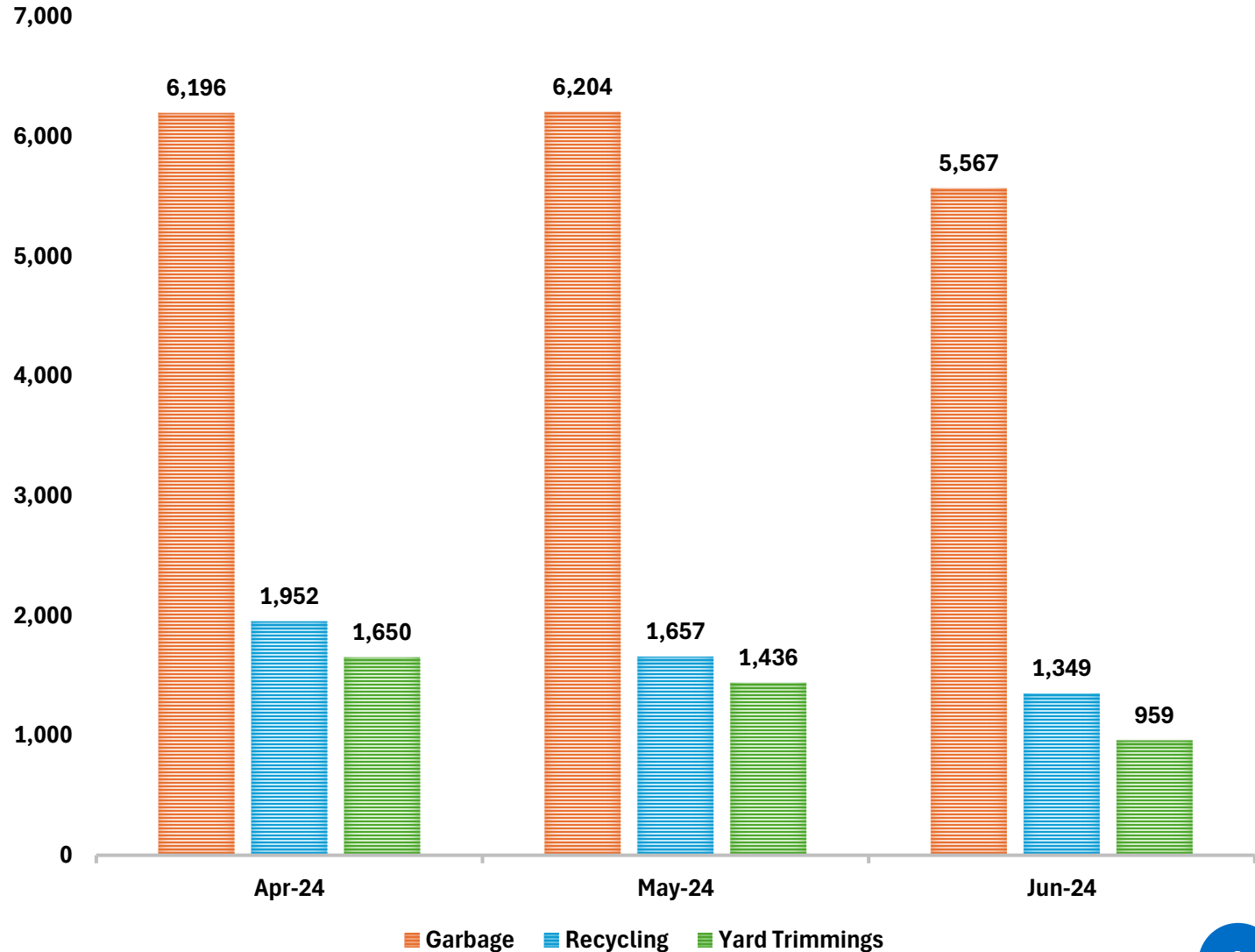


TOTAL SOLID WASTE TONNAGE BY SERVICE



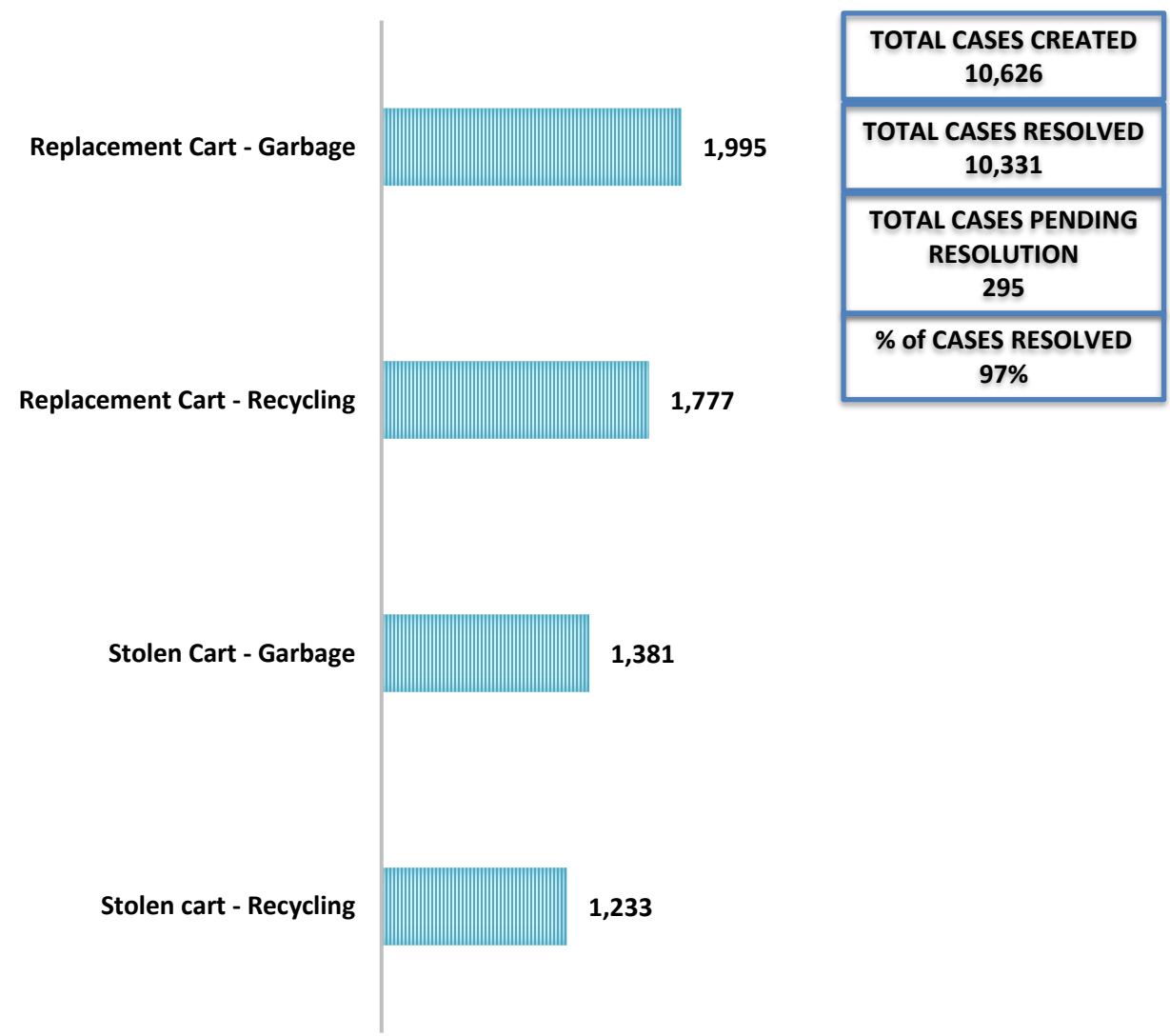
■ Garbage
 ■ Yard Trimmings
 ■ Recycling

SOLID WASTE TONNAGE

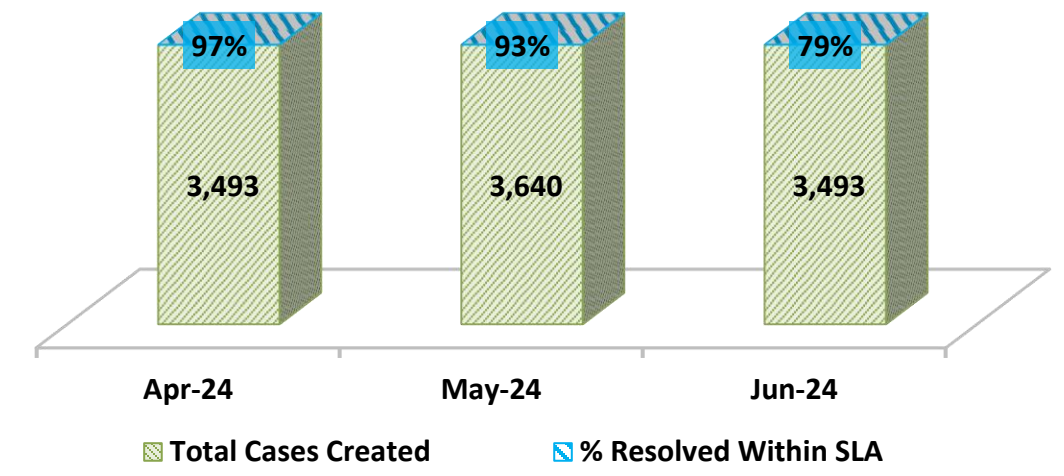


SPECIAL OPS COLLECTION PERFORMANCE METRICS

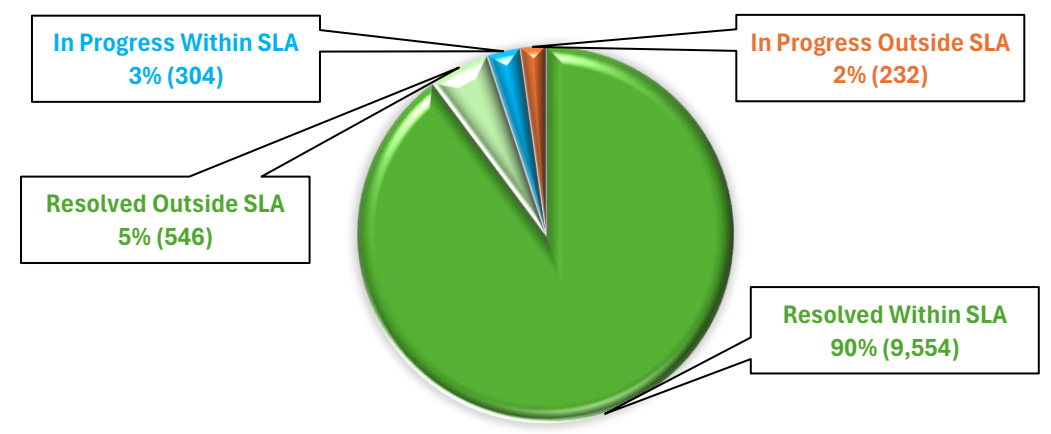
**TOP 4 REQUESTED SERVICES – SPECIAL OPS
APRIL 2024 – JUNE 2024**



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

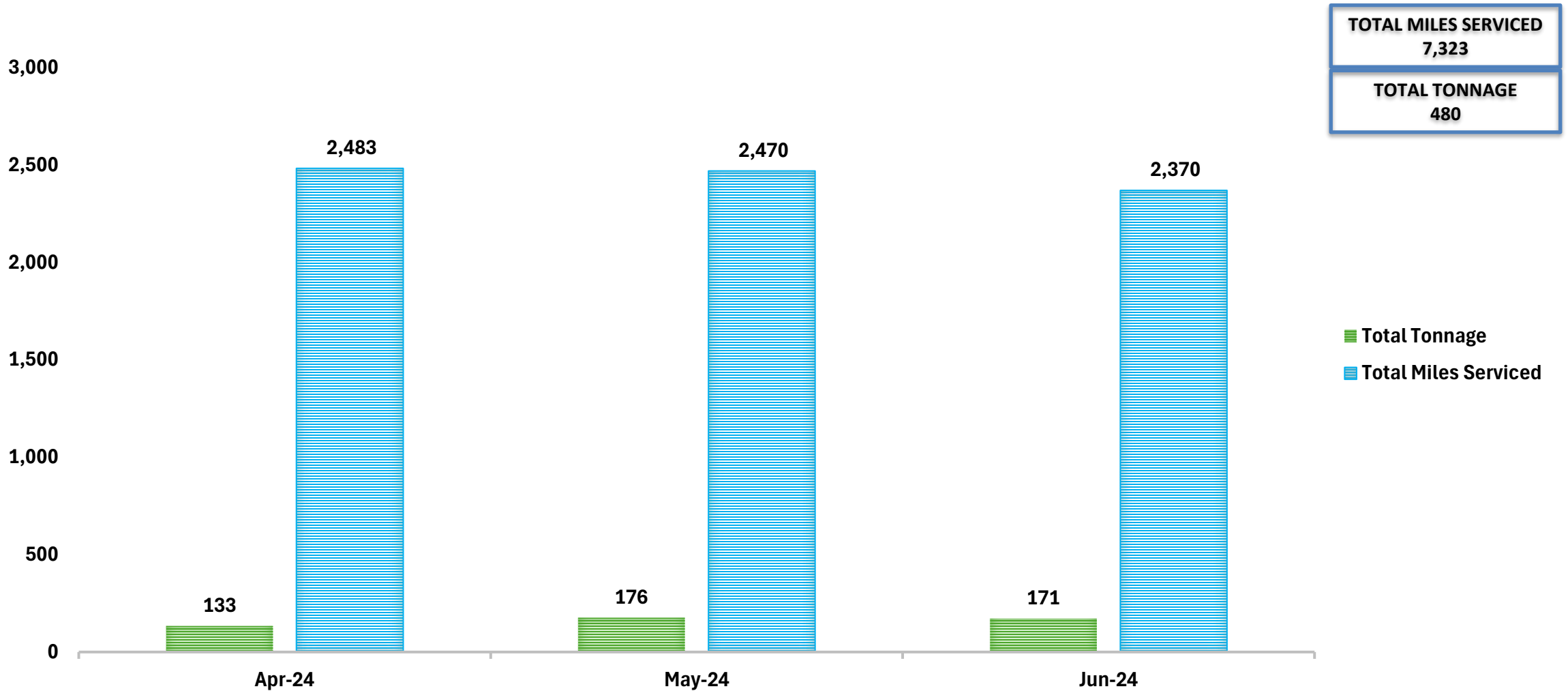


**OVERALL % OF SPECIAL OPS CASES BY SLA
APRIL 2024 - JUNE 2024**

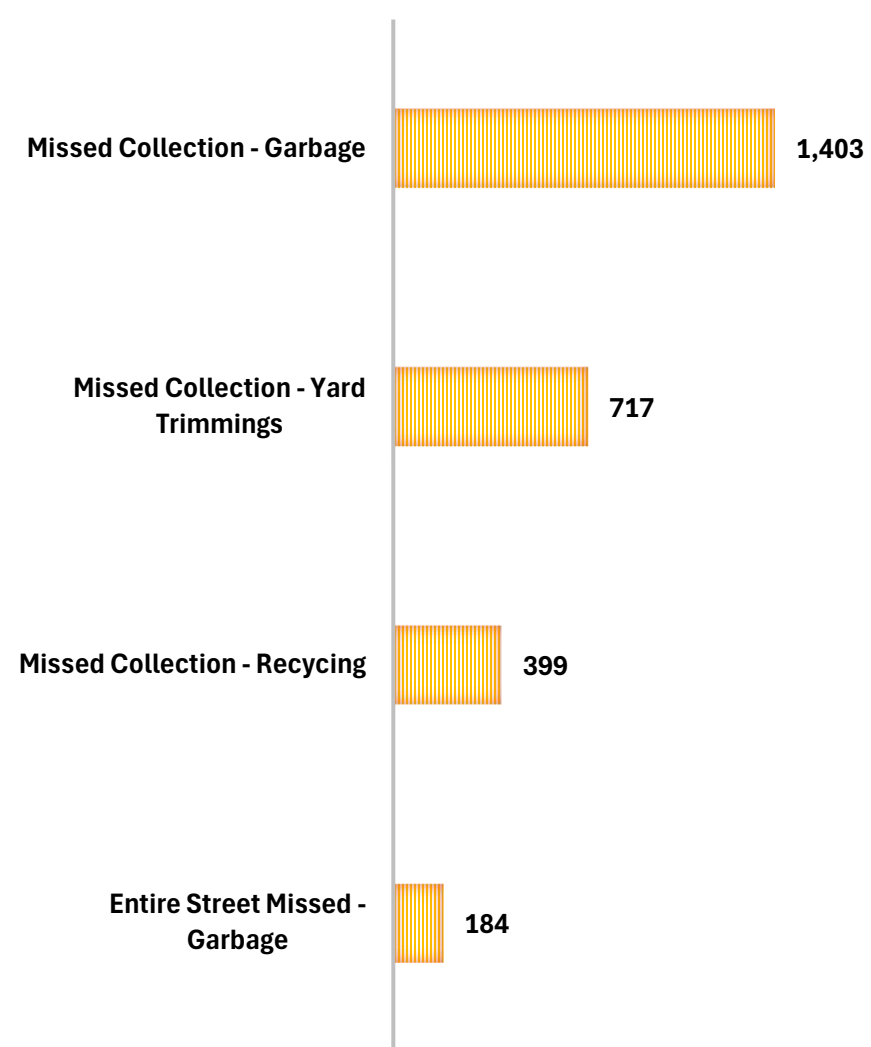


SPECIAL OPS STREET SWEEPING METRICS

**STREET SWEEPING TOTAL TONNAGE & MILES
APRIL 2024 – JUNE 2024**

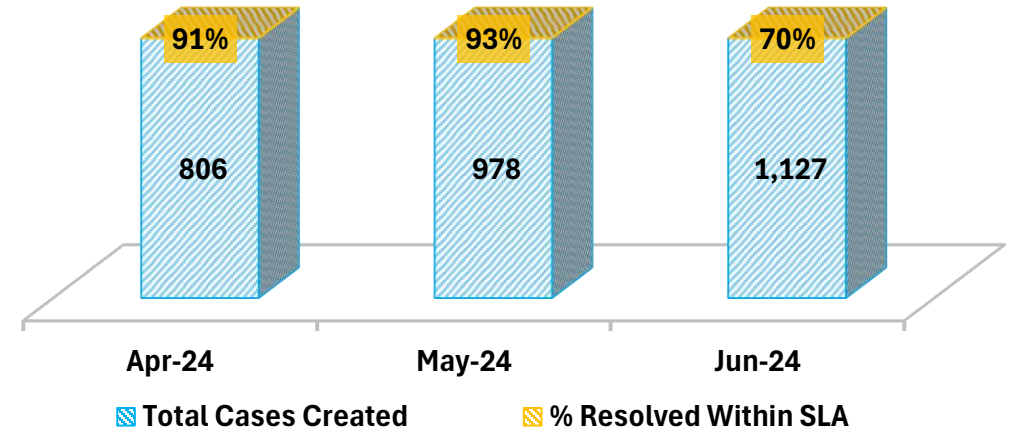


TOP 4 REQUESTED SERVICES – SOLID WASTE APRIL 2024 – JUNE 2024

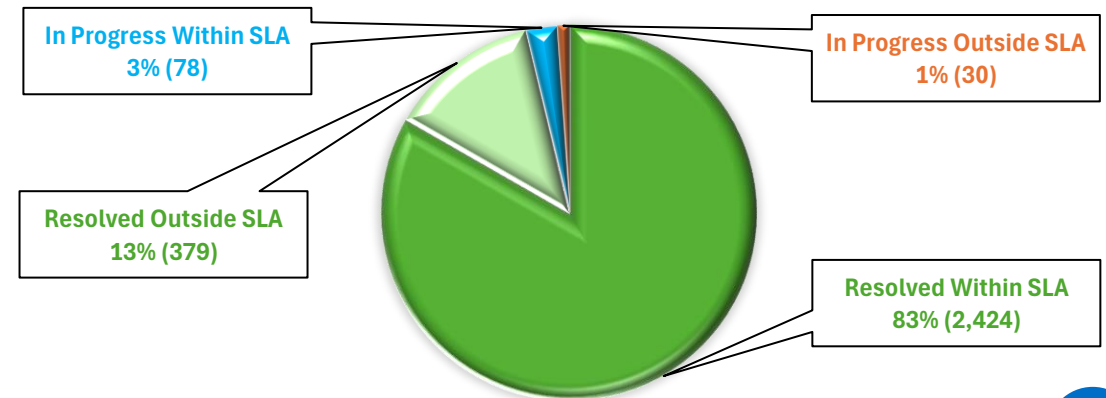


| | |
|--------------------------------|-------|
| TOTAL CASES CREATED | 2,911 |
| TOTAL CASES RESOLVED | 2,881 |
| TOTAL CASES PENDING RESOLUTION | 30 |
| % of CASES RESOLVED | 99% |

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

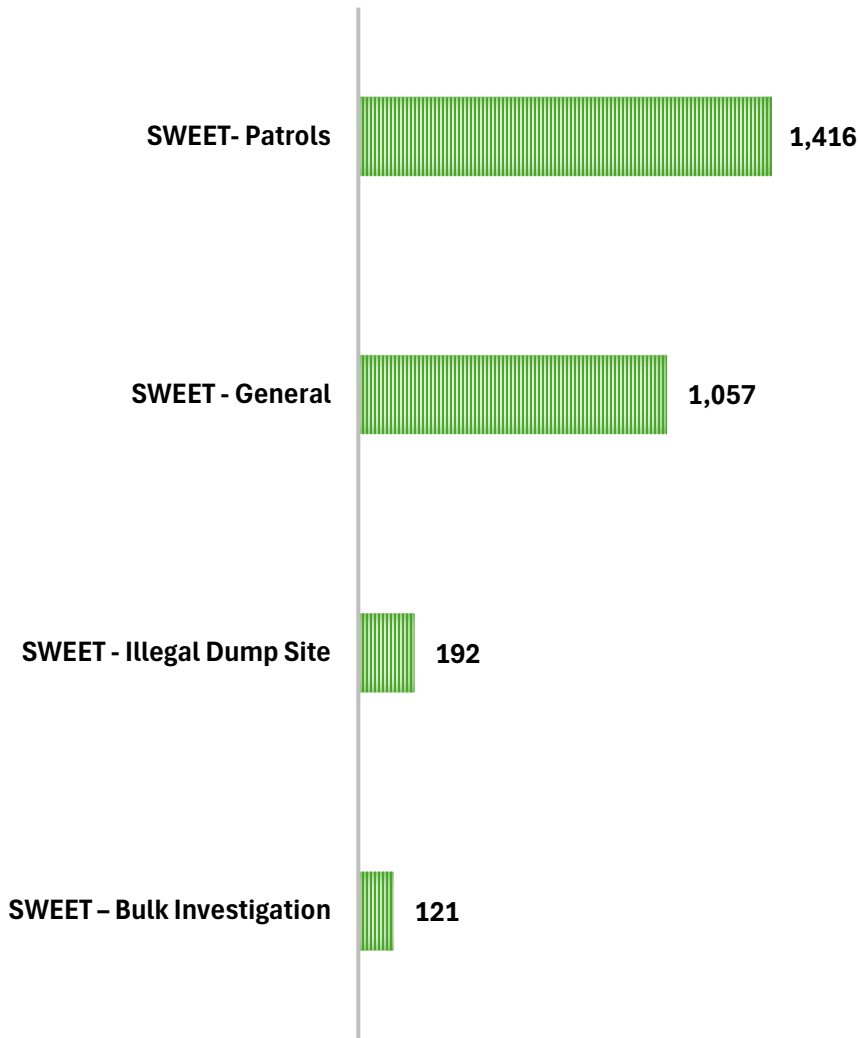


OVERALL % OF SPECIAL OPS CASES BY SLA APRIL 2024 - JUNE 2024



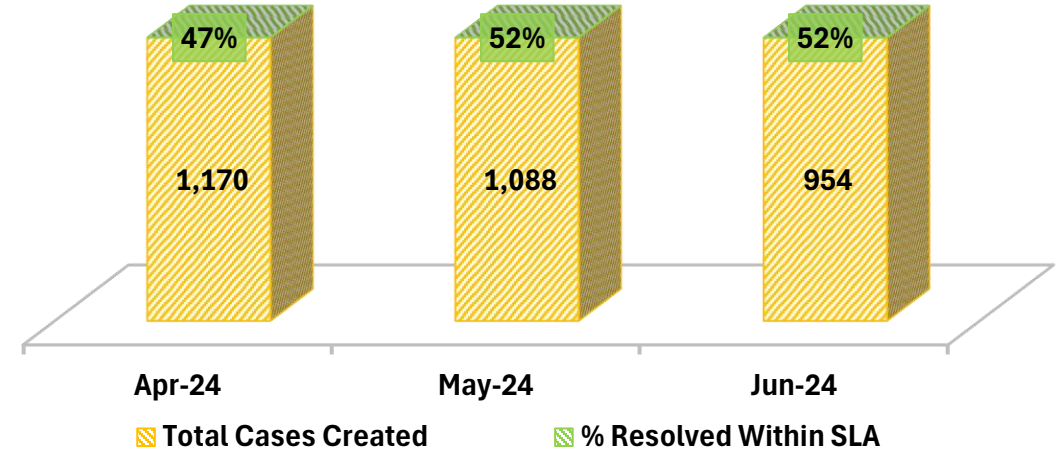
SWEET PERFORMANCE METRICS

TOP 4 REQUESTED SERVICES – SWEET APRIL 2024 – JUNE 2024

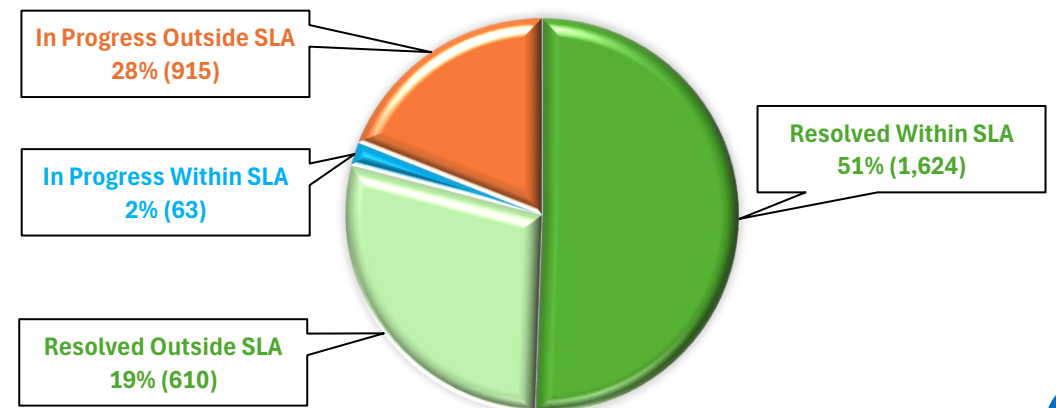


| | |
|--------------------------------|-------|
| TOTAL CASES CREATED | 3,212 |
| TOTAL CASES RESOLVED | 2,602 |
| TOTAL CASES PENDING RESOLUTION | 610 |
| % of CASES RESOLVED | 81% |

Total SWEET Cases Created vs % of Cases Resolved within SLA



OVERALL % OF SPECIAL OPS CASES BY SLA APRIL 2024 - JUNE 2024





2,895
Total Inspections Performed



143
Dumpsite Inspections



1,091
Proactive Cases



805
Illegal Dumping Inspections

587
Re-Inspections



1,001
311 Inspections



DPW

DEPARTMENT OF PUBLIC WORKS

BULK

COLLECTIONS



MOST REQUESTED BULK ITEMS

TOTAL BULK REQUESTS FULFILLED
11,179

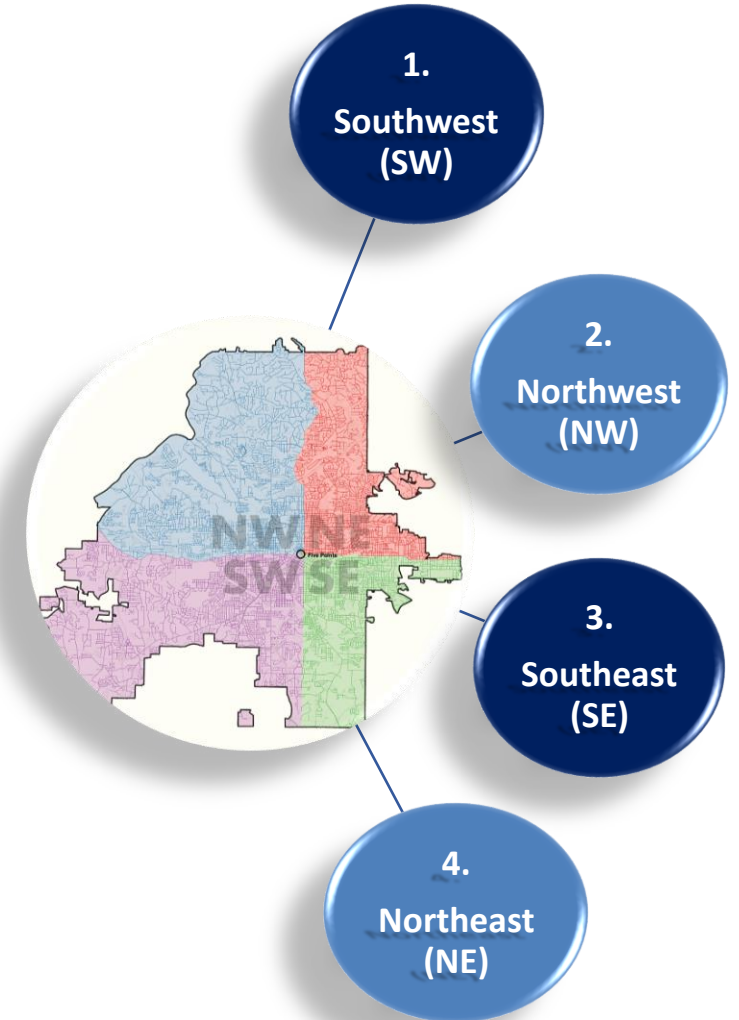
April – Tons

May – Tons

June – Tons



MOST REQUESTS BY AREA





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DEPARTMENT OF PUBLIC WORKS

KABC

KEEP ATLANTA BEAUTIFUL COMMISSION



COMMUNITY CLEANUPS

| Q4 | Events | Volunteers | Volunteer Hours | Miles Cleaned | Tons Collected |
|--------------|-----------|------------|-----------------|---------------|----------------|
| April | 6 | 212 | 429 | 10 | 4,900 (lbs.) |
| May | 9 | 94 | 133 | 11.3 | 1,750 (lbs.) |
| June | 8 | 145 | 264 | 8.5 | 4,480 (lbs.) |
| Total | 23 | 451 | 826 | 29.8 | 4 Tons |





DPW

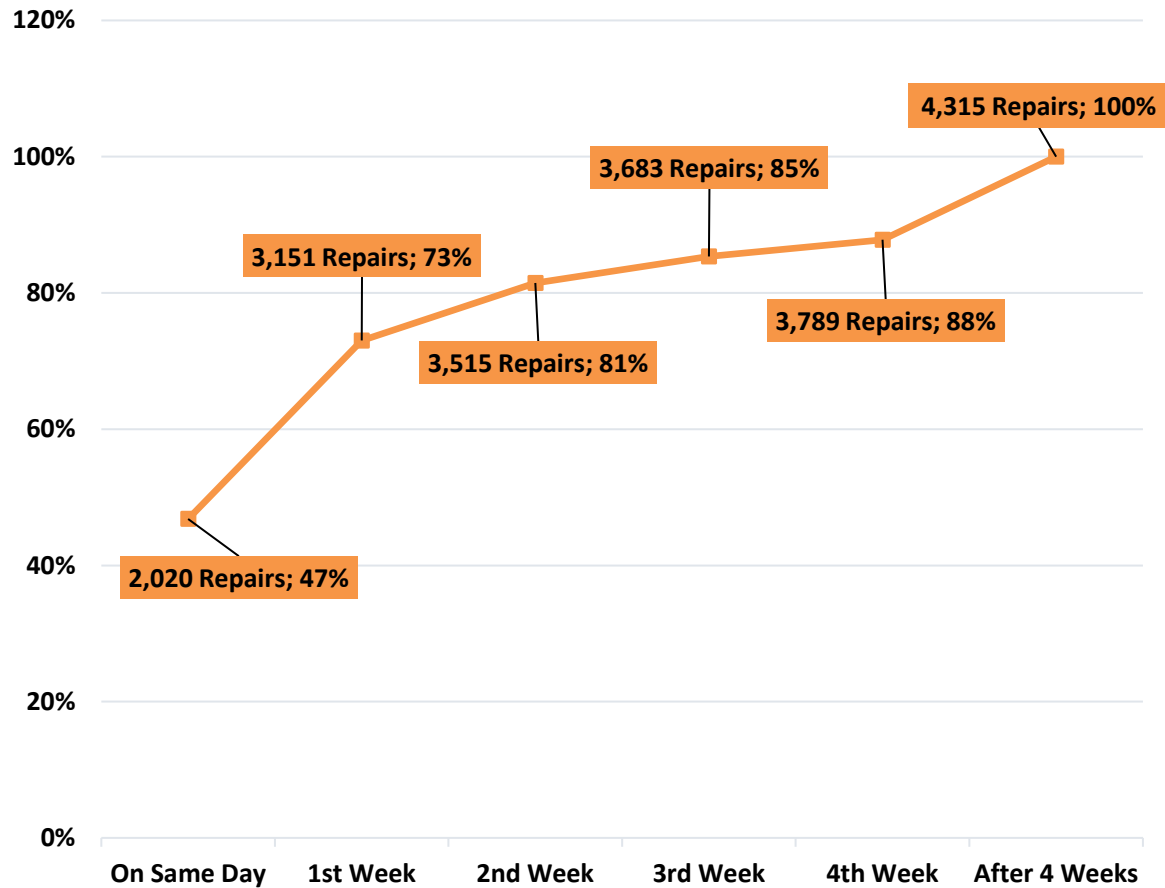
DEPARTMENT OF PUBLIC WORKS

OFS

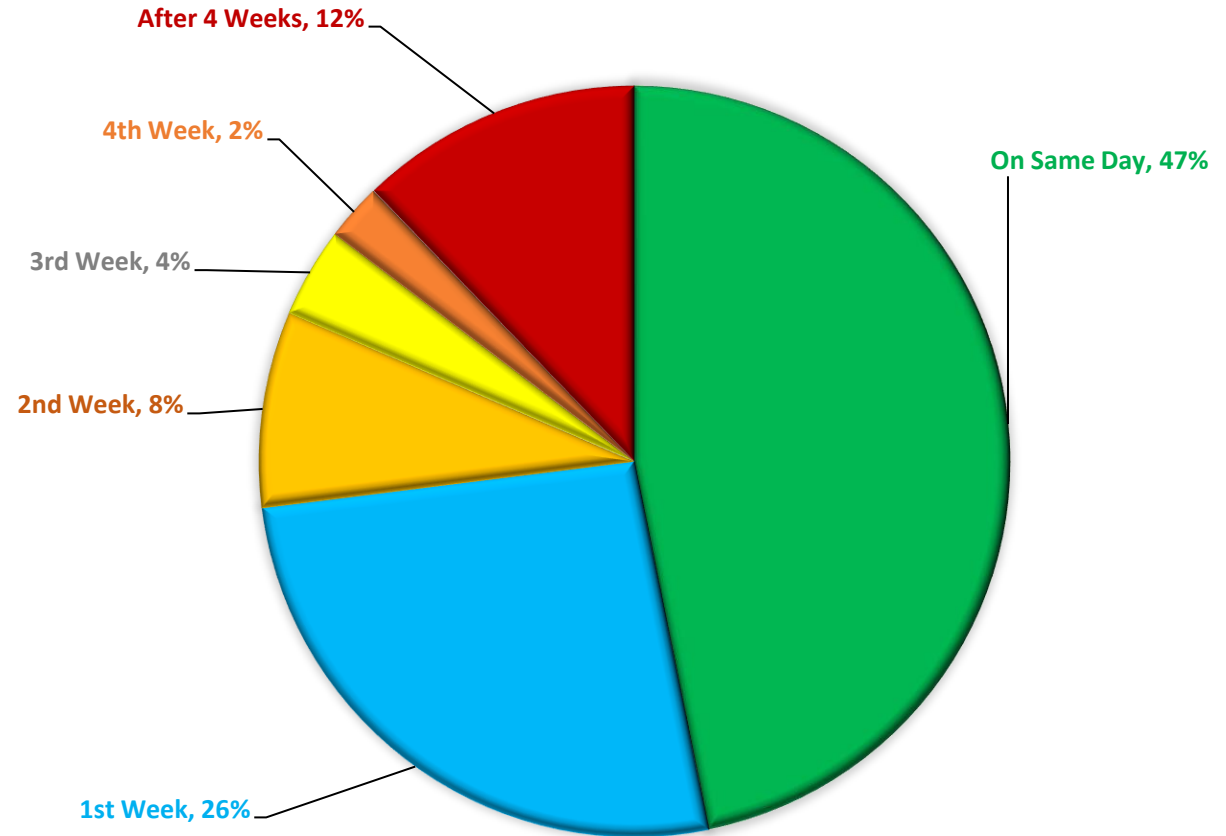
OFFICE OF FLEET SERVICES



CUMULATIVE COA INTERNAL REPAIRS COMPLETED APRIL 2024 - JUNE 2024

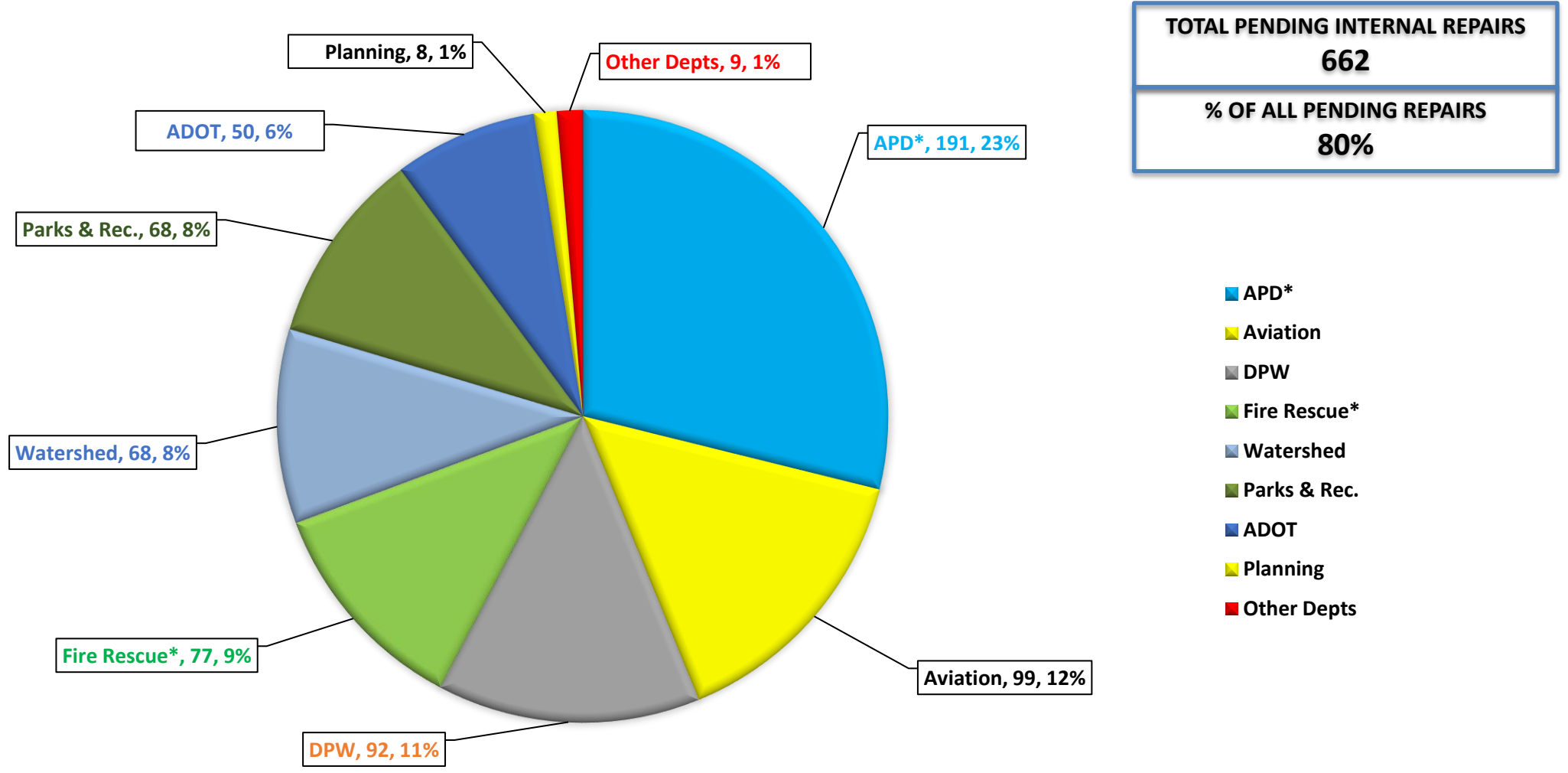


% - COA INTERNAL REPAIRS COMPLETED BY WEEK APRIL 2024 - JUNE 2024



FLEET VEHICLES PENDING INTERNAL REPAIRS

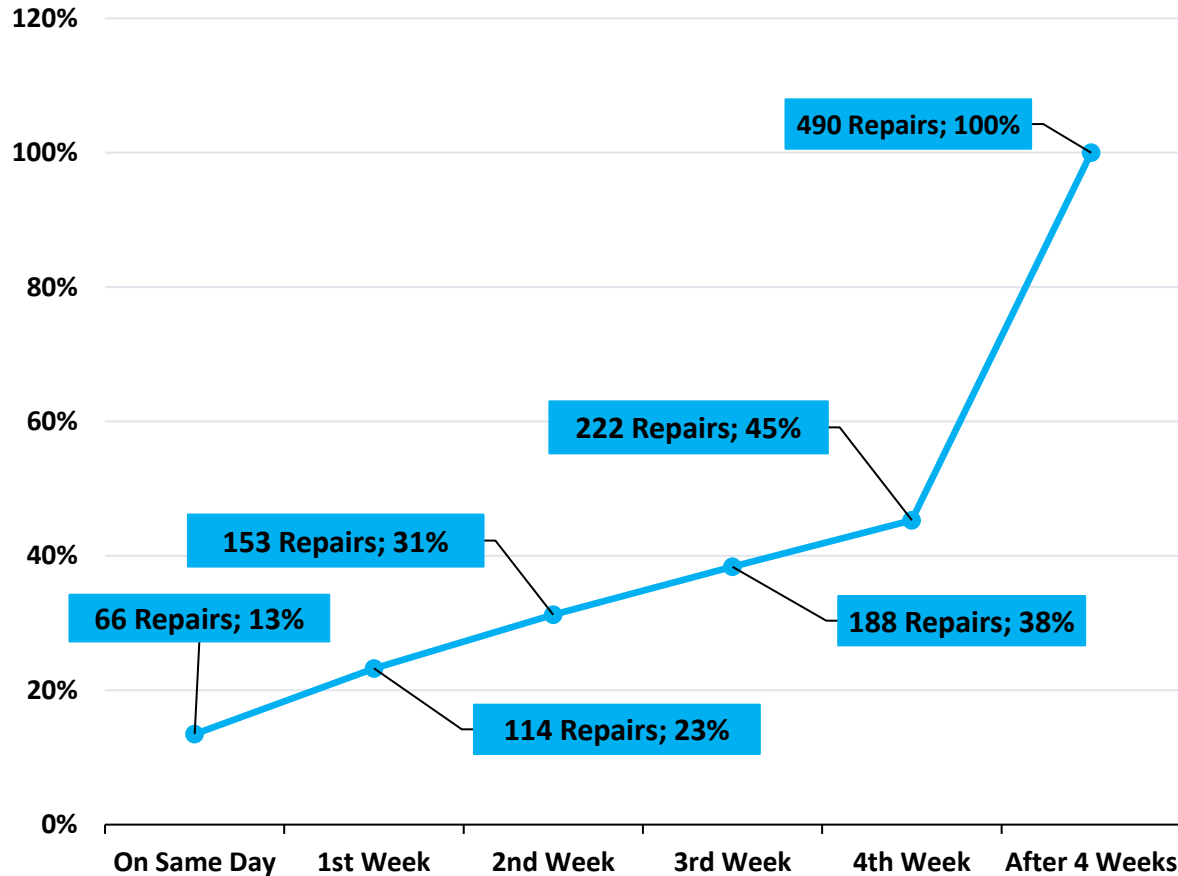
**INTERNAL COA PENDING REPAIRS BY DEPARTMENT
APRIL 2024 - JUNE 2024**



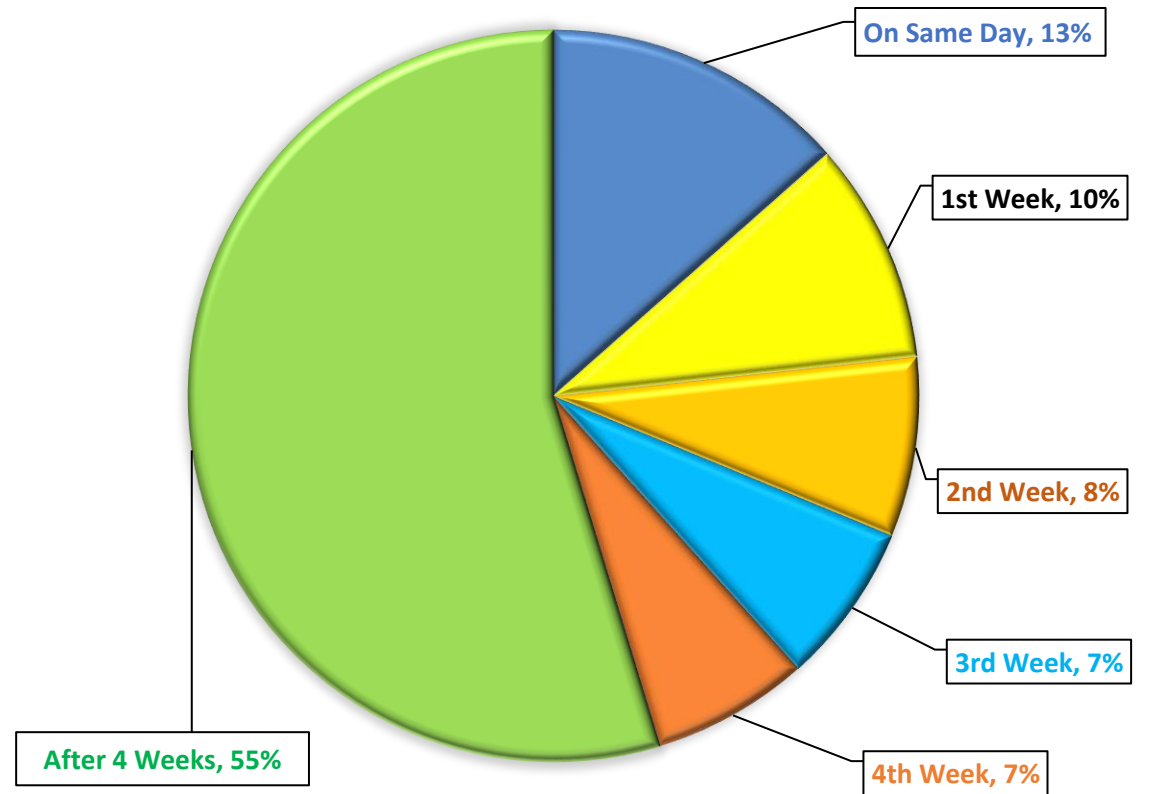
* Department includes Airport safety vehicles (Police and Fire Rescue)



CUMULATIVE COMMERCIAL REPAIRS COMPLETED APRIL 2024 - JUNE 2024

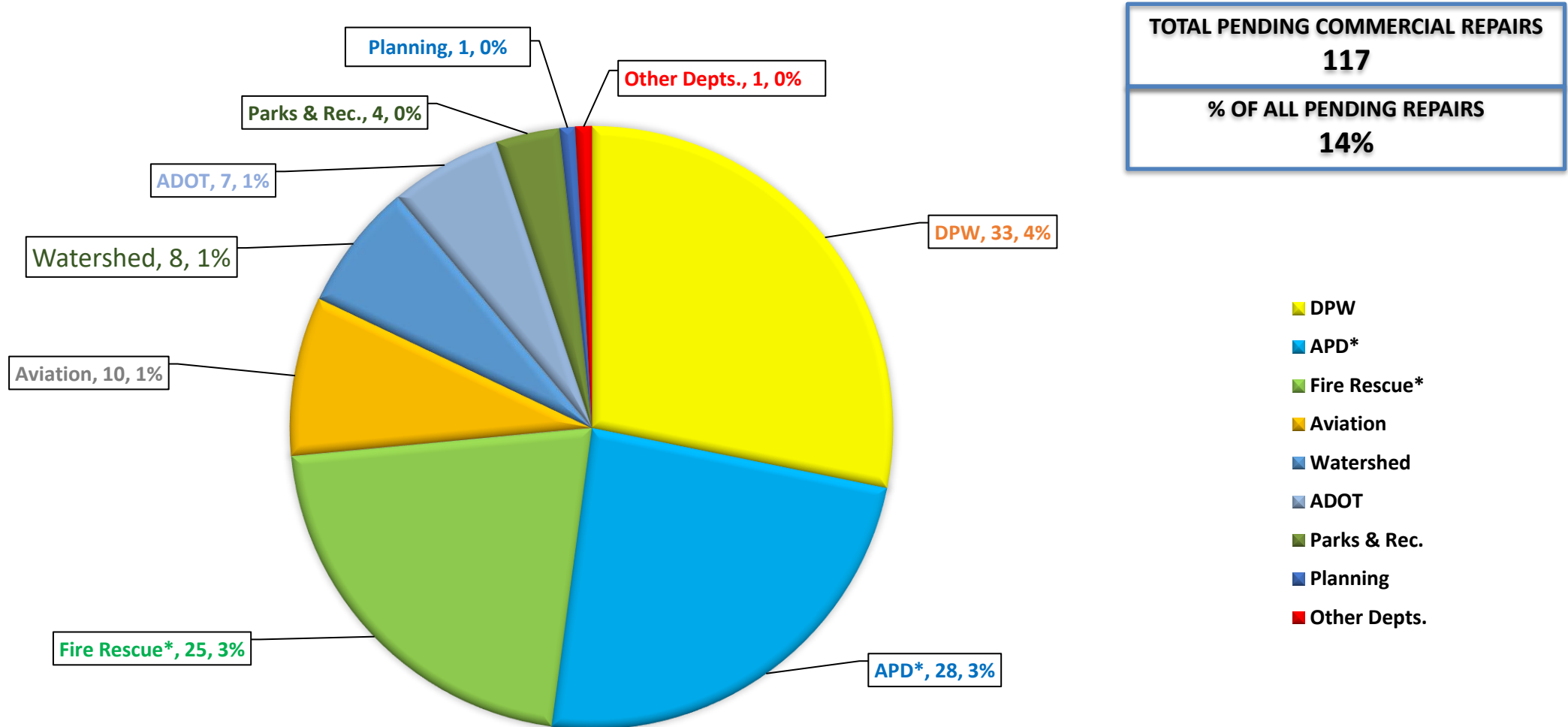


% - COMMERCIAL REPAIRS COMPLETED BY WEEK APRIL 2024 - JUNE 2024



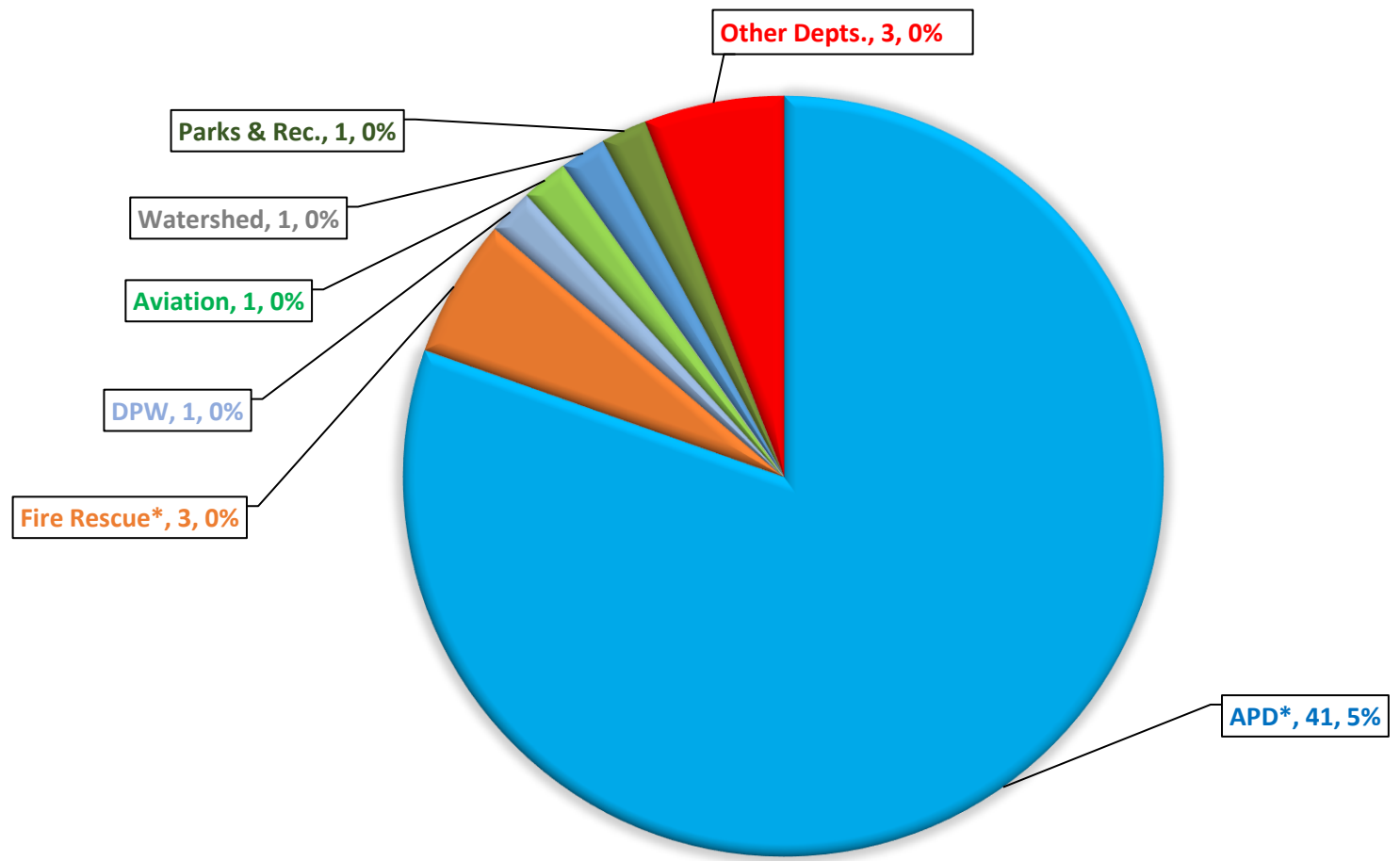
FLEET VEHICLES PENDING COMMERCIAL REPAIRS

**COMMERCIAL PENDING REPAIRS BY DEPARTMENT
APRIL 2024 - JUNE 2024**



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

COMMERCIAL PENDING ACCIDENT REPAIRS BY DEPARTMENT APRIL 2024 - JUNE 2024



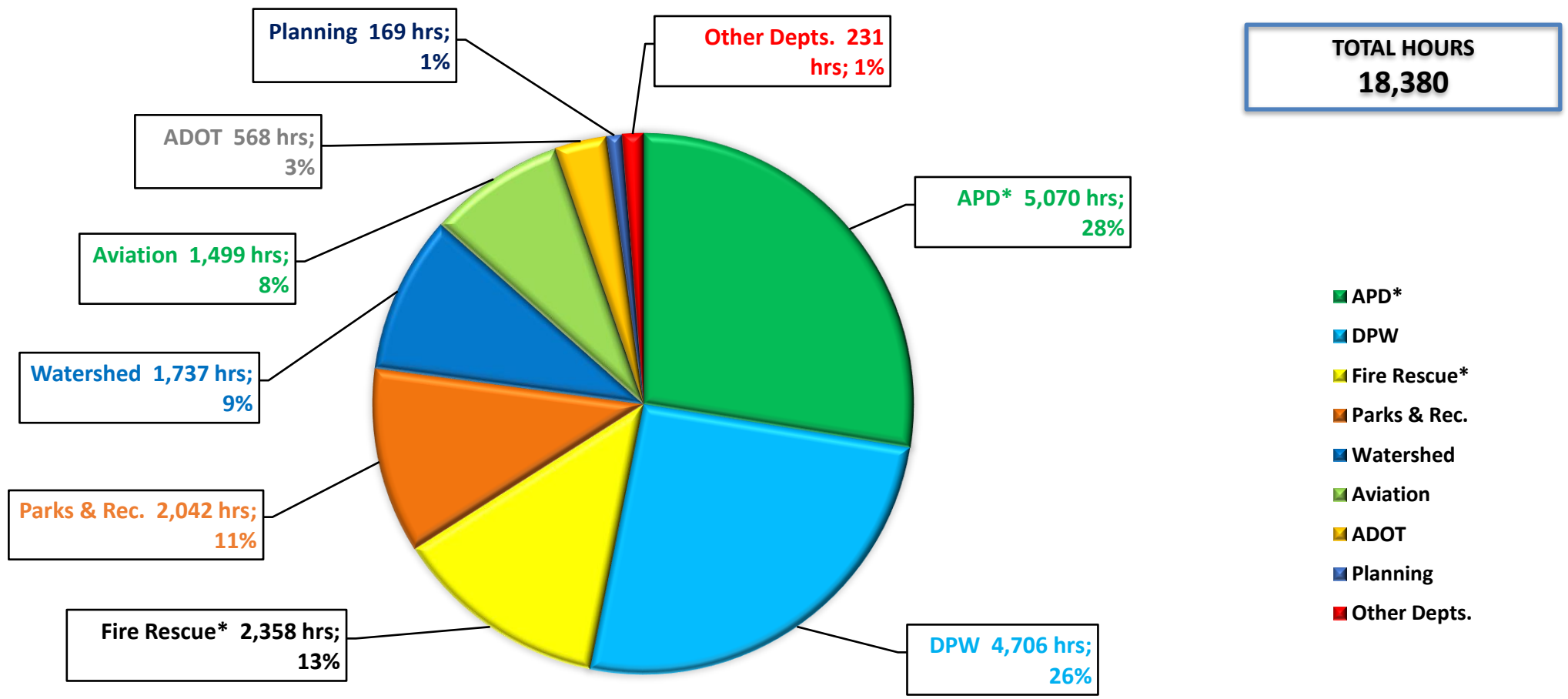
| |
|---------------------------------------|
| TOTAL PENDING ACCIDENT REPAIRS |
| 51 |
| % OF ALL PENDING REPAIRS |
| 6% |

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

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



TOTAL HOURS SPENT MAINTAINING VEHICLES/EQUIPMENT BY DEPARTMENT (April 2024 - June 2024)

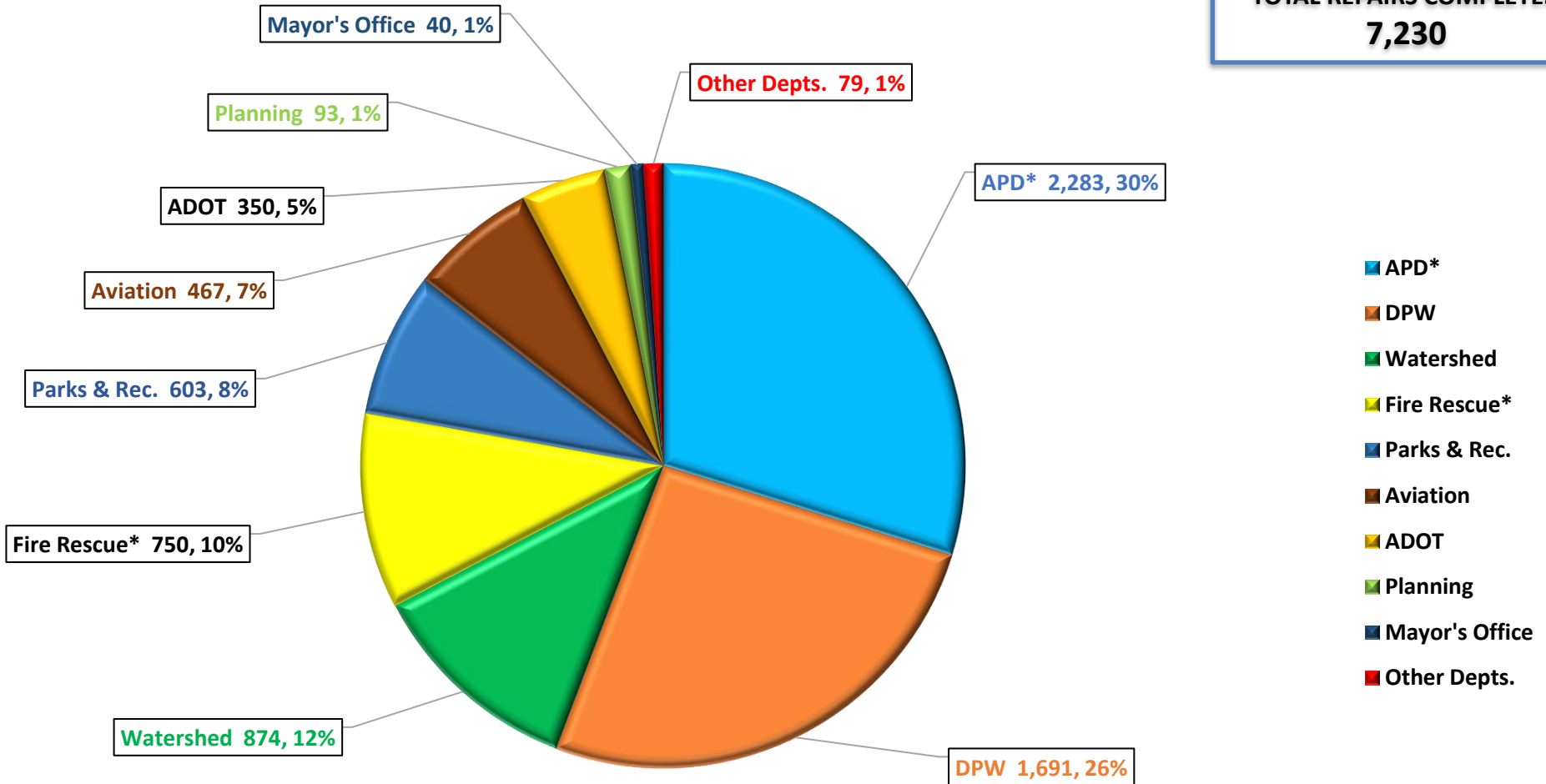


* Department includes Airport safety vehicles (Police and Fire Rescue)



NUMBER OF COMPLETED REPAIRS BY DEPARTMENT (April 2024 - June 2024)

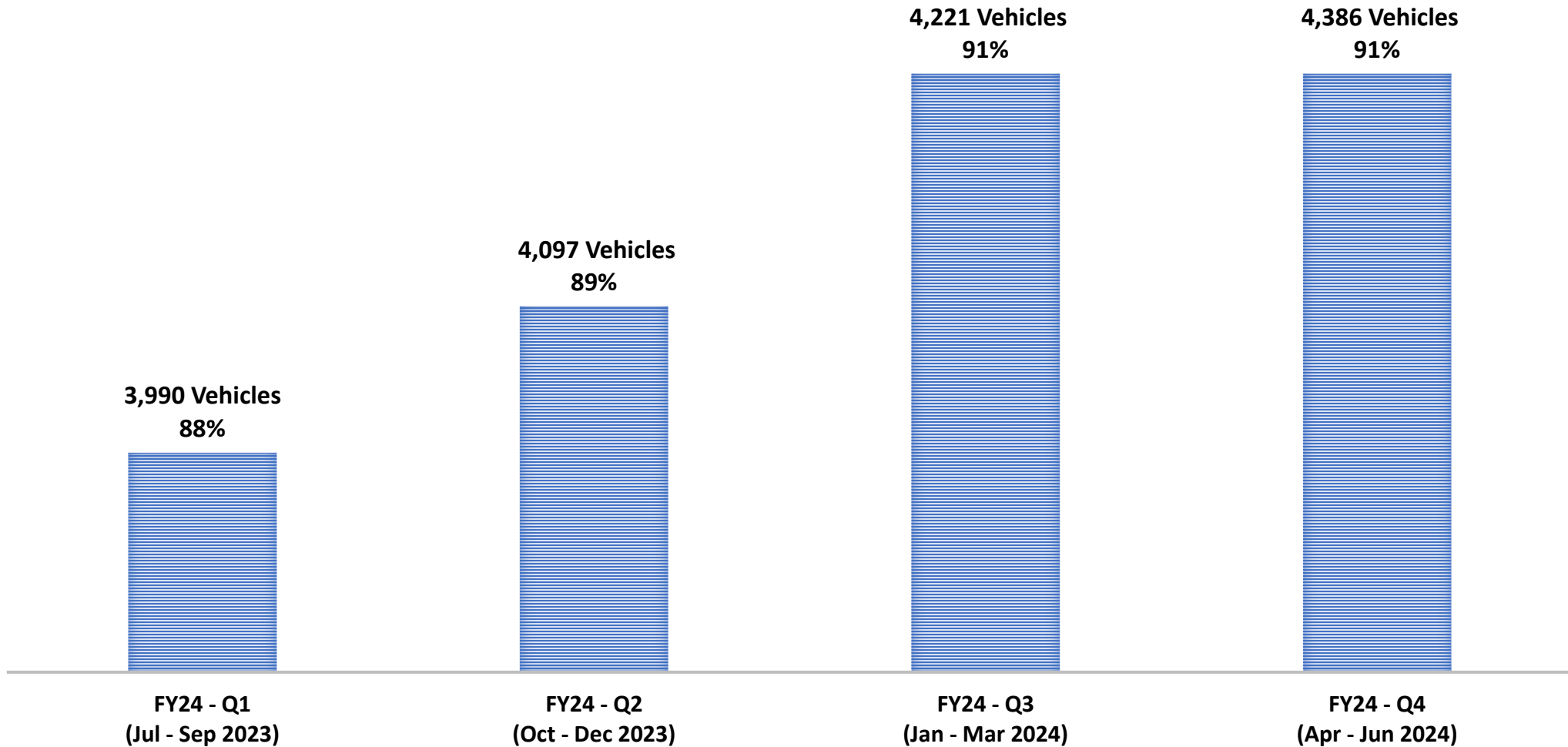
TOTAL REPAIRS COMPLETED
7,230



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

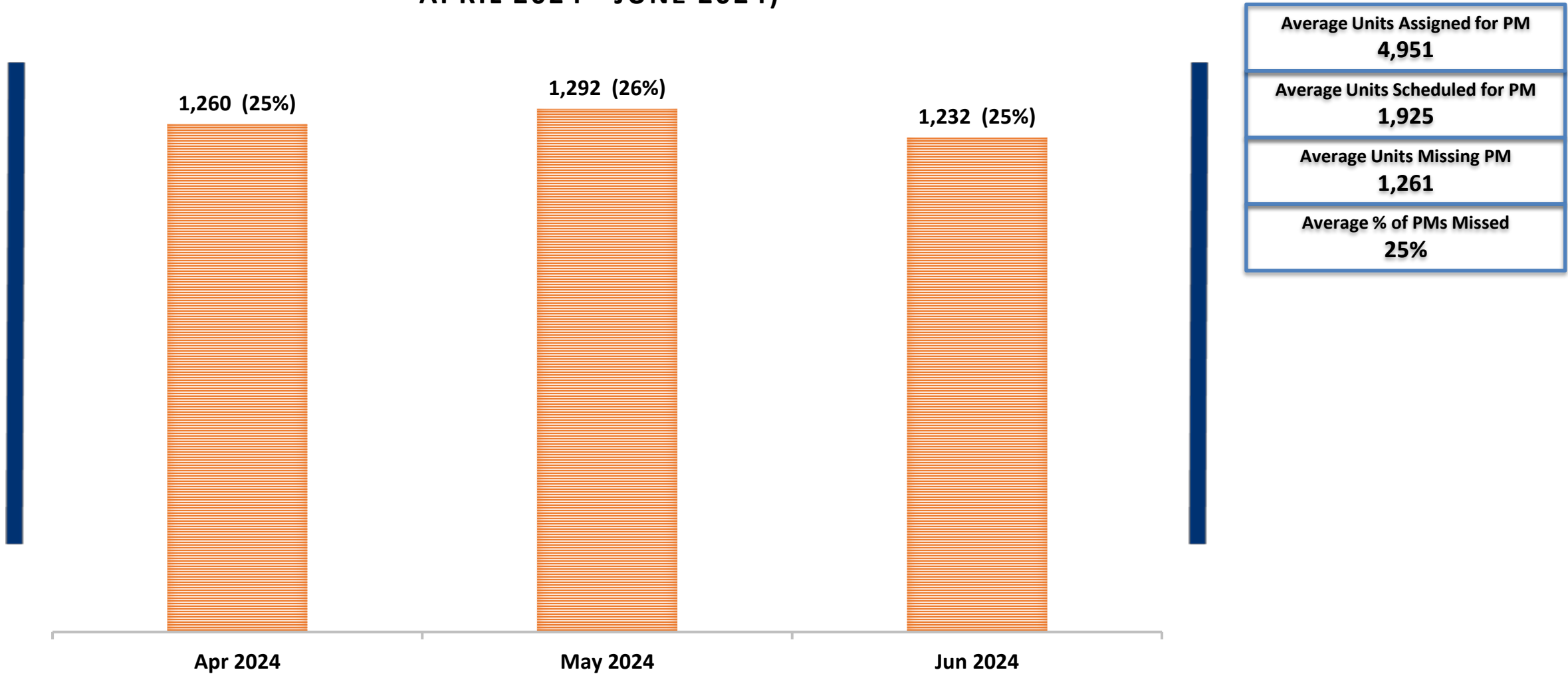


CITYWIDE FLEET AVAILABILITY



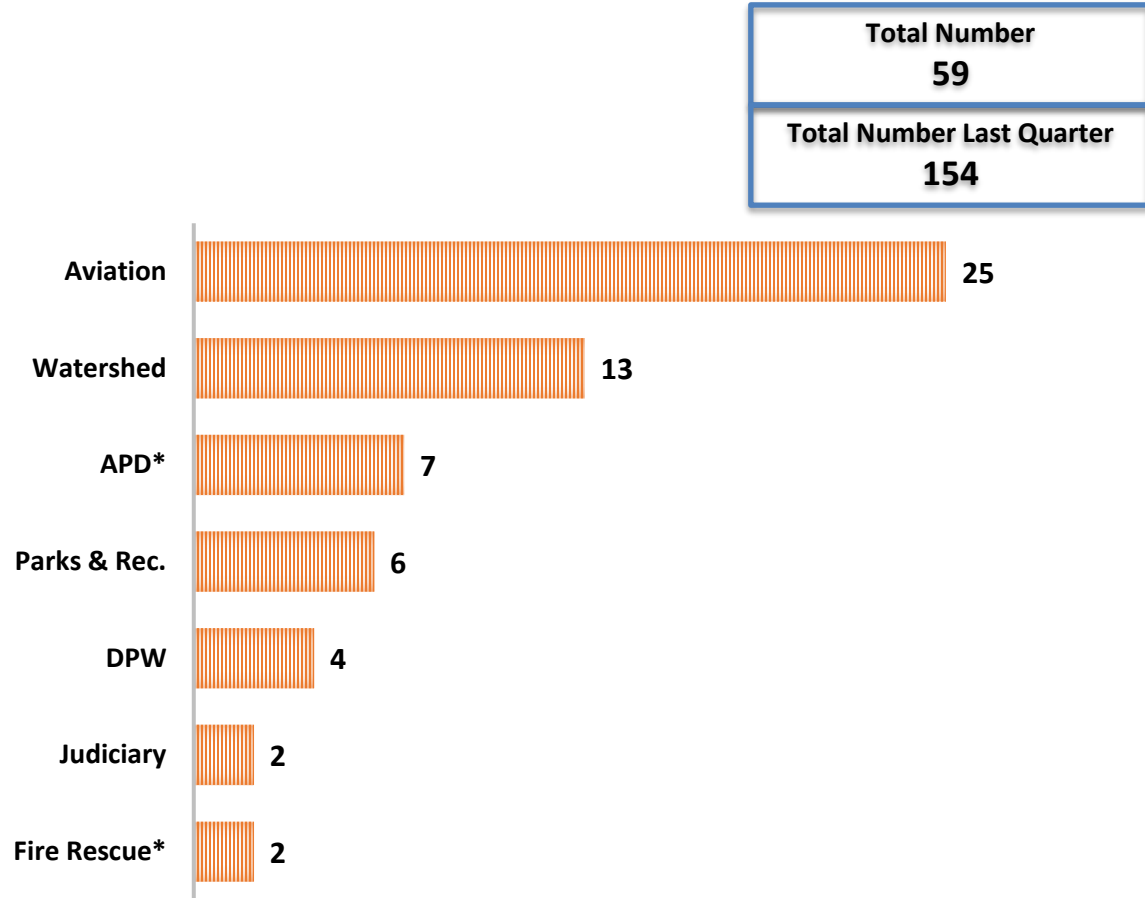


NUMBER OF PMS MISSED AND % FROM TOTAL ASSIGNED UNITS (APRIL 2024 - JUNE 2024)

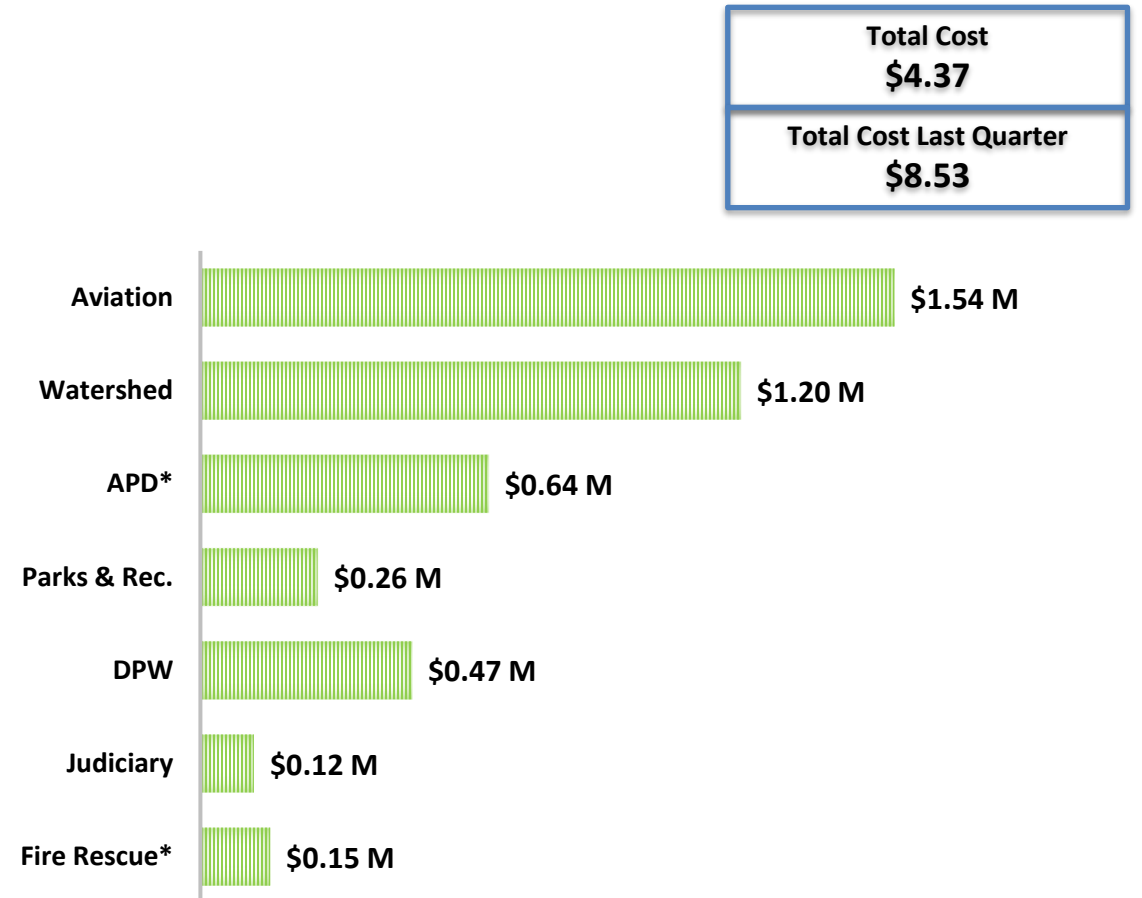




NUMBER OF VEHICLES/EQUIPMENT RECEIVED FROM VENDORS APRIL 2024 - JUNE 2024



COST OF VEHICLES/EQUIPMENT RECEIVED FROM VENDORS APRIL 2024 - JUNE 2024



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



DPW

DEPARTMENT OF PUBLIC WORKS

SAFETY DIVISION



APRIL

- Total Accidents - 26
- Preventable - 12

MAY

- Total Accidents - 24
- Preventable - 7

JUNE

- Total Accidents - 15
- Preventable - 2



546

TOTAL TRAINING HOURS New Hire Safety Trainings (NEST)

126

GENERAL SAFETY TRAINING

48

CERTIFIED FLAGGER TRAINING

372

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
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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 | → | 23 |
| Awaiting Testing | → | 10 |



Road/Skills: Training & Testing

| | | |
|-----------------------------|---|----|
| Total Students | → | 16 |
| CDL Certifications Received | → | 14 |
| Awaiting Testing | → | 2 |





339

TOTAL TRAINING HOURS Drive- Cam (LYTX)

131

MANAGEMENT TRAINING

177

DRIVER TRAINING

31

DEFENSIVE DRIVER ADDENDUM



- 1 Manual Record Buttons
- 2 Interior Facing Lens

- 3 LED Status Lights
- 4 Exterior Facing Lens

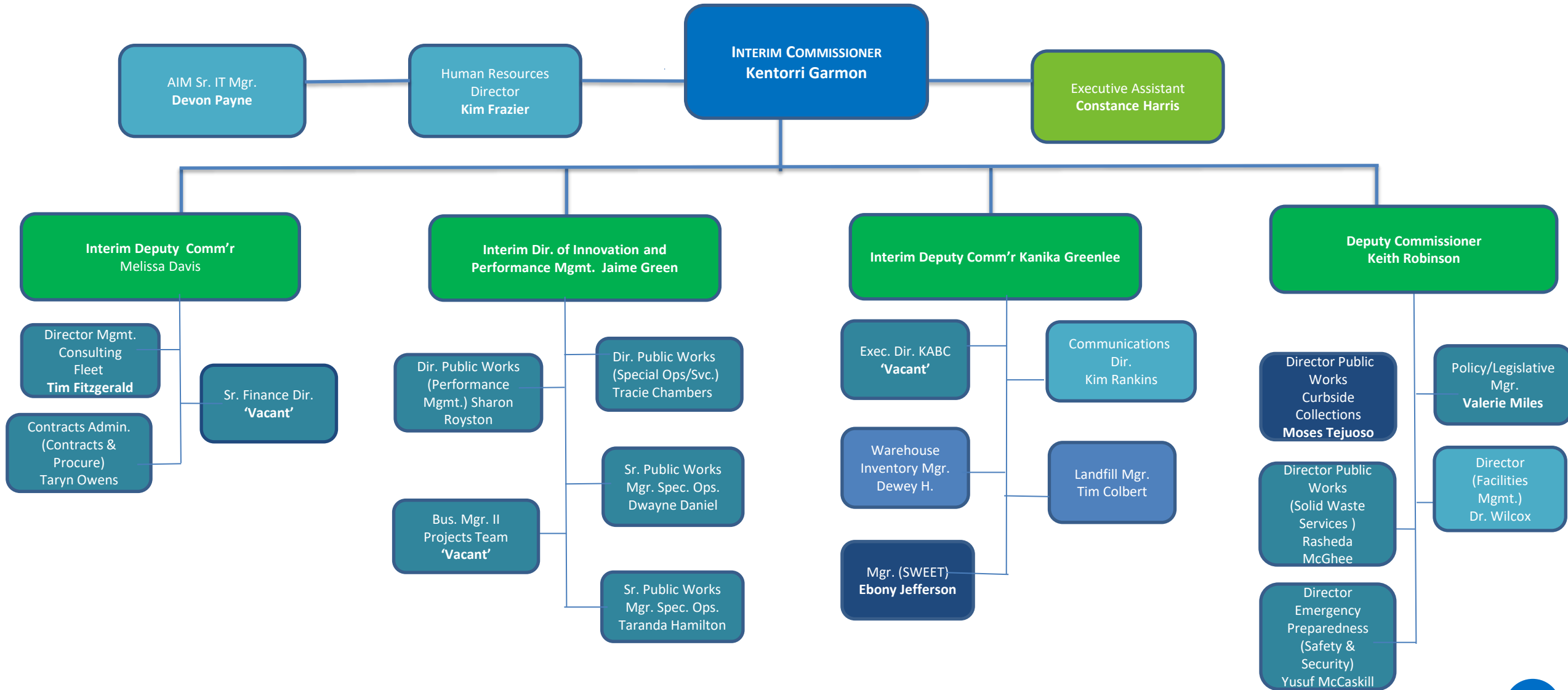


DPW

DEPARTMENT OF PUBLIC WORKS

HR

HUMAN RESOURCES





| Total Positions | Filled Positions | Vacant Positions | % Filled |
|-----------------|------------------|------------------|----------|
| 711 | 556 | 155 | 78% |

Overall % of Positions Filled by Area

| Area | Filled Positions | Vacant Position | Allocated Positions | % Filled |
|--------------------------------|------------------|-----------------|---------------------|----------|
| Office of Commissioner | 42 | 19 | 61 | 69% |
| Office of Solid Waste Services | 383 | 77 | 460 | 83% |
| Office of Fleet Services | 121 | 56 | 177 | 68% |
| Watershed | 10 | 3 | 13 | 77% |



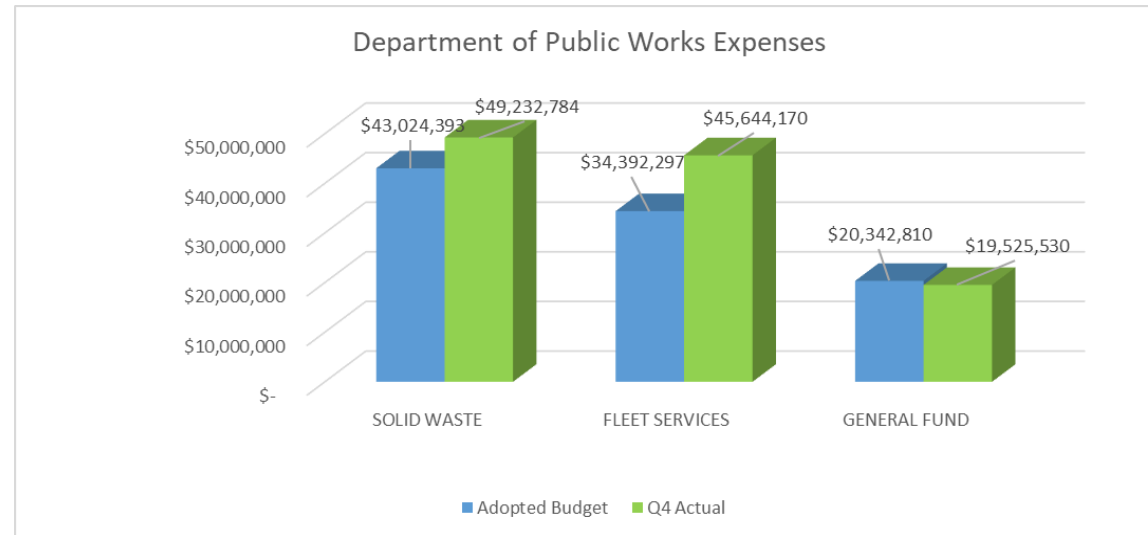
DPW

DEPARTMENT OF PUBLIC WORKS

FINANCE



| DEPARTMENT | BUDGET | Q4 ACTUAL | PERCENTAGE |
|----------------|----------------------|----------------------|-------------|
| SOLID WASTE | \$ 43,024,393 | \$49,232,784 | 114% |
| FLEET SERVICES | \$ 34,392,297 | \$45,644,170 | 133% |
| GENERAL FUND | \$ 20,342,810 | \$ 19,525,530 | 96% |
| TOTAL | \$ 97,759,500 | \$114,402,484 | 117% |





DPW

DEPARTMENT OF PUBLIC WORKS

SPECIAL PROJECTS & EVENTS



Volunteer- Based Metrics April 2024 – June 2024

EVENTS 2

Total Events

Total Volunteers



11
Volunteer
Hours

10,570
Lbs. of Litter
Collected



51
Miles Serviced

OCS Performance Metrics April 2024 - June 2024

1,077

Illegal
Dumping Sites Completed



1,892

Tons of Litter Collected

1,226

Right-of-Way (ROW) Miles

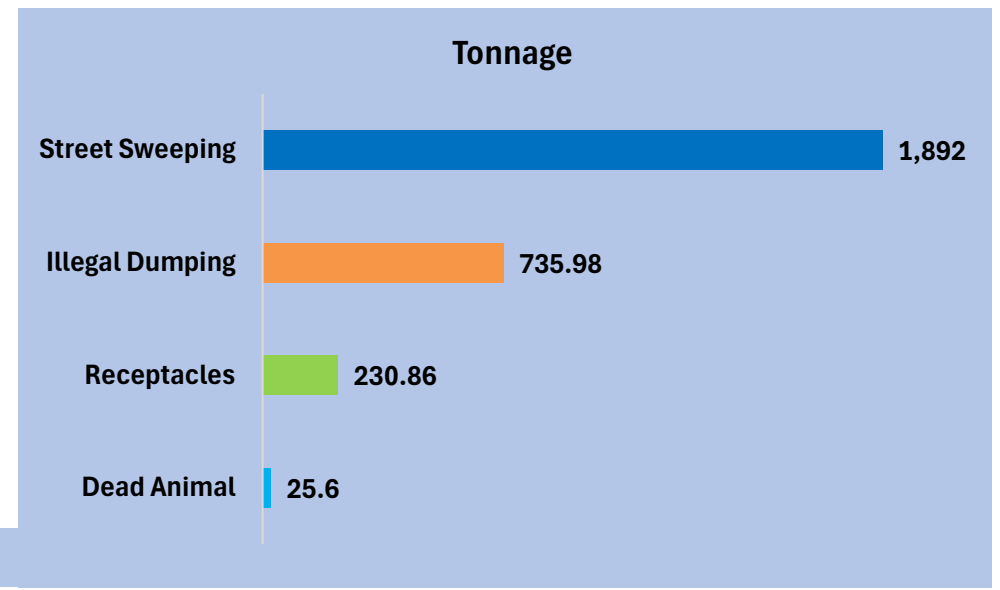


60,709

Receptacles Serviced



7,324
Street Sweeping Miles



Tonnage (All OCS Services)



Results of the DPW Career Fair on August 21, 2024

| Area | Vacant Positions | Interviews Conducted | Offers Extended | % Filled |
|--------------------------------|------------------|----------------------|-----------------|----------|
| Office of Solid Waste Services | 34 | 222 | 34 | 100% |
| Special Operations | 20 | 36 | 20 | 100% |
| Office of Fleet Services | 23 | 31 | 11 | 47% |



DPW

DEPARTMENT OF PUBLIC WORKS

FRONTLINE HEROES



Team DPW responded to the City's call for assistance during the June water crisis.

- ✓ 24,000+ bottles of water were delivered to seniors at seven living facilities.
- ✓ 3,750 seniors were served.



Over 24K bottles of water were delivered to senior living facilities.



Team DPW responded during the water crisis.



Mayor Dickens thanked the Special Operations crews for their responsiveness.



DPW celebrates the life and will forever cherish the memory of DPW Environmental Service Worker Duria Bright who transitioned on June 9, 2024.

Mr. Bright worked at the Chester Avenue Special Operations substation.



DPW celebrates the life and will forever cherish the memory of Cecil Sisco, a retired Special Operations Route Supervisor who dedicated 42 years to the DPW night shift team at Chester Avenue.

Mr. Sisco faithfully served the City of Atlanta from May 1981 to May 2023.



DPW

DEPARTMENT OF PUBLIC WORKS

**THANK
YOU**