



DPW

CITY OF ATLANTA • DEPARTMENT OF PUBLIC WORKS



Prepared for
City Utilities Committee

FY21Q2 Quarterly Report

Presented February 23, 2021

MAYOR KEISHA LANCE BOTTOMS

JACKIE ROBINSON, DEPUTY CHIEF OPERATING OFFICER

KEITH ROBINSON, PUBLIC WORKS DEPUTY COMMISSIONER





FY 21 Q2 Table of Contents



Solid Waste Service Changes Overview	4
Organizational Chart	7
Human Resources	8
HR Staffing Initiatives	9
Financial Snapshot	7
COVID-19 Safety Practices	11
COVID-19 Expenses/Cost Saving Measures	14
Fix-It ATL Overview	16
Fix-It ATL Before/After Pics	17
Fix-It ATL Special Events	18
Performance Overview	20
Bulk Collection Overview	22
Community Engagement	24
Recycling Milestones	25
Fleet Services Overview	27
Safety Overview	29
Safety Signage/ Campaign	30
Council ATL Overview	32



Solid Waste Services

OVERVIEW





SOLID WASTE SERVICES SCHEDULE CHANGE

SUMMARY

DPW has experienced reduced staffing due to COVID-19 and other seasonal illnesses. In response, the City has implemented a temporary service change to recycling and yard trimming materials, only, to mitigate the impact while continuing to provide quality, efficient services to our valued residents.

- Minimum of 75% attendance needed to provide daily services to residents
- SWS has not seen a 75% attendance rate since January 20, 2021
- SWS is currently running at a 60% attendance rate

TIMELINE

Effective Monday, February 15, 2021, DPW Solid Waste Services will temporarily collect recycling and yard trimming materials every other week.

FOR A MINIMUM OF 90 DAYS:

Beginning Monday, February 15, 2021: Recycling & Garbage ONLY collected.
(NO YARD TRIMMINGS COLLECTED THIS WEEK)

Monday, February 22, 2021: Yard Trimmings & Garbage ONLY collected.
(NO RECYCLING COLLECTED THIS WEEK)

SIGN UP FOR REMINDERS:

at www.atlantaga.gov/solidwaste or call 311 (404) 546-0311.

COVID-19 TEMPORARY SERVICE CHANGE
CITY OF ATLANTA • DEPARTMENT OF PUBLIC WORKS • SOLID WASTE SERVICES

For the health and safety of our employees, Public Works will temporarily collect recycling and yard trimming materials every other week.

THIS WEEK
Week of Monday, February 22, 2021:
YARD TRIMMINGS AND GARBAGE COLLECTED
(NO RECYCLING COLLECTED THIS WEEK)

February 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14 Valentine's Day	15 President's Day Regular Collection	16	17	18	19	20
21	22 Yard Trimmings & Garbage Collected	23	24	25	26	27
28	1	2	3	4	5	6

March 2021

Legend:
■ Garbage and Yard Trimming collection
■ Garbage and Recycling collection
■ No collection, closed service

Need to report a missed collection? www.atlantaga.gov/solidwaste • Mobile App

SIGN UP FOR SERVICE REMINDERS:
Visit www.atlantaga.gov/solidwaste • Dial 3-1-1

Get a reminder!
 App Store
 Google play

ATL 311

Scan Here

Connect with us: [AtlantaPublicWorks](https://www.facebook.com/AtlantaPublicWorks) [@ATLPublicWorks](https://twitter.com/ATLPublicWorks) [ATLPublicWorks](https://www.instagram.com/ATLPublicWorks) [Nextdoor](https://www.linkedin.com/company/atlpublicworks) City of Atlanta, Department of Public Works



Emergency Mass Communications Public Notification Plan



Touchpoint 1 – Handheld Device

- Social Media (DPW, COA, ATL311 & Councilmembers' Social Media)
- ATL Solid Waste Mobile App
- ATL 311 Mobile App
- NotifyATL Text Messaging



Touchpoint 2 – Computer/Website

- DPW Solid Waste Webpage
- Web Banner on Homepage of City Website
- ATL311 Web Banner
- Councilmembers to Utilize Their Touchpoints (ie. robocalls, newsletters)



Touchpoint 3 – Flyers

- SWEET Officers will provide a flyer along with courtesy ticket



Touchpoint 4 – Group Forums

- Information Presented by SWEET Officers during NPU Meetings
- Information Distributed to NPU Chairpersons



Touchpoint 5 - Local Media

- News Release was Distributed (2/11/21)
- Story link: <http://bit.ly/PatchArticle>
- Story link: <http://bit.ly/DecaturishArticle>

Forthcoming Touchpoints:



DWM Bill Insert & Customer Newsletter

- DWM Water Bill March Insert
- Content in DWM Electronic Newsletter



Newspaper

- Print Ads
- Digital Banner Ads



Next Mayoral Press Briefing

- Request update in Mayor's Next Briefing



Human Resources

OVERVIEW

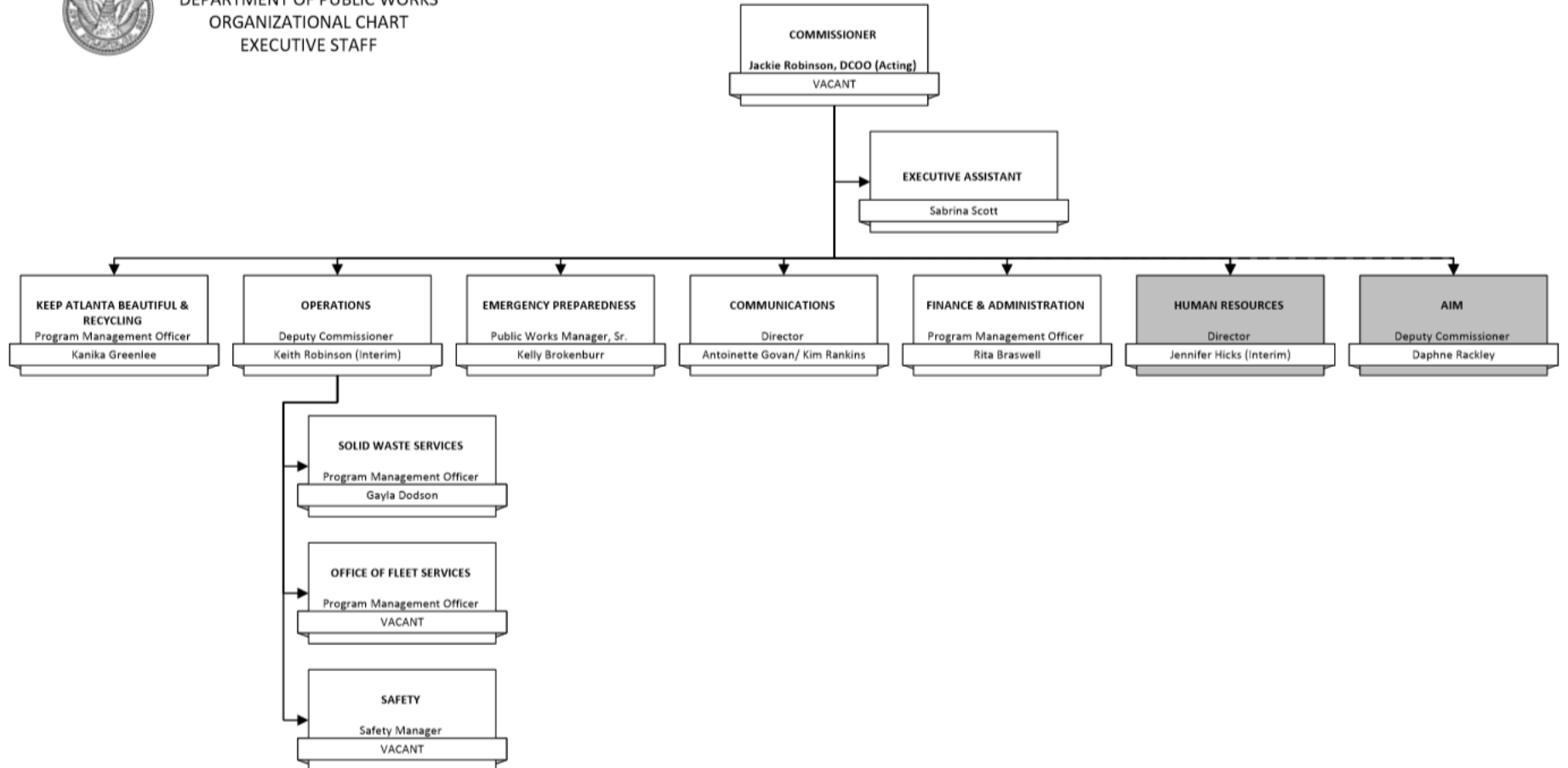




DEPARTMENTAL ORGANIZATIONAL CHART



CITY OF ATLANTA
DEPARTMENT OF PUBLIC WORKS
ORGANIZATIONAL CHART
EXECUTIVE STAFF





DEPARTMENTAL STAFFING SCORECARD- FY21 Q2

Total Positions	Positions Filled	Positions Not Filled	% Filled
665	538	127	81%

R yhudof # l long # | # G hsdwp hqw

DEPARTMENT	Filled	Vacant	Allocated	% Filled
Office of Commissioner	28	8	36	78%
Office of Solid Waste Services	379	78	457	83%
Office of Fleet Services	131	41	172	76%



Current

- Partnership with the Mayor’s Office of Immigrant Affairs Diversity Initiative
- Solid Waste Bi-Weekly Hiring Blitz
- Internal Promotions
- Employee Professional Development

Future

- Pending Partnerships with Technical Schools/Colleges
- Enhance Apprenticeship Program
- SWEET reorganization
- 30 Cameras Installed near Illegal Dumping Sites

EMPLOYMENT OPPORTUNITIES

The City of Atlanta is hiring!

The City of Atlanta is always looking to hire talented people with a passion to change their communities for the better.

Below are current job openings:



ENVIRONMENTAL SERVICE WORKER
Responsible for maintaining the grounds that helps to keep the City of Atlanta beautiful. Duties may include, but are not limited to: lawn care, leaf removal and garbage collection using a variety of equipment and tools under the direction of the supervisor.
Requirement: Valid Work Permit



SOLID WASTE EQUIPMENT OPERATOR
Responsible for performing manual work functions associated with operating environmental equipment. Duties and responsibilities include operating conventional rear loader-garbage trucks and open-body dump trucks; emptying disposal containers; performing vehicle maintenance.
Requirement: Valid Work Permit



SOLID WASTE EQUIPMENT CDL DRIVER
Responsible for operating garbage trucks, vehicles and other equipment. A valid Georgia Commercial Driver's License with Class A or B endorsement is preferred but not required. Duties include, but are not limited to; operating trucks, equipment, performing repairs, etc.
Requirement: Valid Work Permit, Valid Driver's License

FOR MORE INFORMATION TEXT "JOBS" TO 90835

OPORTUNIDADES DE EMPLEO

¡La Ciudad de Atlanta está contratando!

La ciudad de Atlanta está buscando a personal calificado y talentoso con pasión para mejorar sus comunidades. ¡APLICA HOY!

A continuación se presentan algunas posiciones de trabajo disponibles:



TRABAJADOR(A) DE SERVICIO AMBIENTAL
Responsable de mantener los terrenos que ayudan a mantener la ciudad de Atlanta hermosa. Los deberes incluyen, pero no se limitan a: cuidado de jardines, retiro de hojas y recolección de basura usando una variedad de equipos y herramientas bajo la dirección del supervisor.
Requisito: Permiso de Trabajo



OPERADOR(A) DE EQUIPOS DE RESIDUOS SÓLIDOS
Responsable de operar el equipo ambiental y asegurar el mantenimiento adecuado de los vehículos. Los deberes y responsabilidades incluyen la limpieza de camiones de basura de carga trasera convencional y camiones de volteo; vaciar los contenedores de eliminación de desechos; mantenimiento de los vehículos. **Requisito: Permiso de Trabajo**



CONDUCTOR DE RESIDUOS SÓLIDOS - CDL
Responsable de operar camiones de basura, vehículos y otros equipos. Una licencia de conducir comercial de Georgia válida con el respaldo de la clase A o B es preferida pero no requerida. Los deberes incluyen, pero no se limitan a; operar camiones, equipo, realizar reparaciones, etc.
Requisito: Permiso de Trabajo, Licencia de Conducir Válida

PARA MÁS INFORMACIÓN. ENVÍE "TRABAJOS" AL 90835



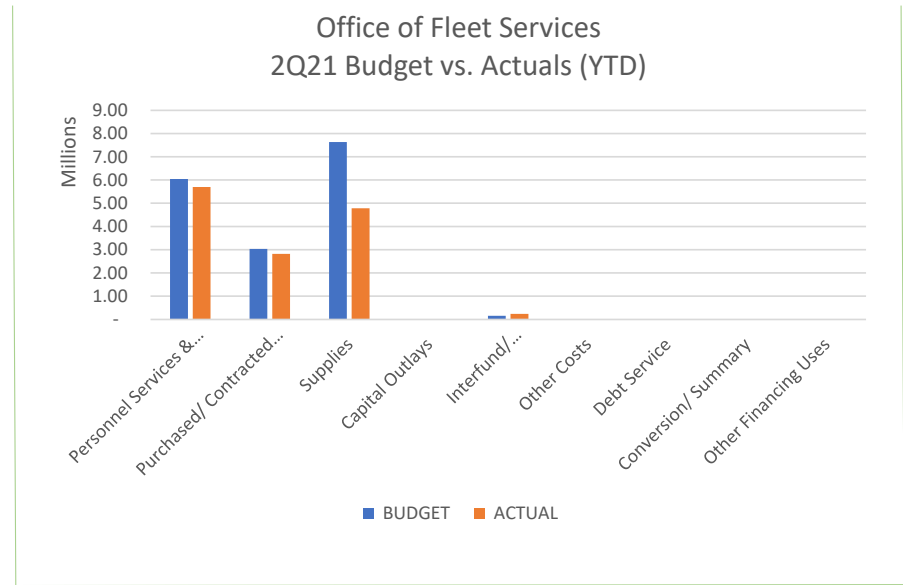
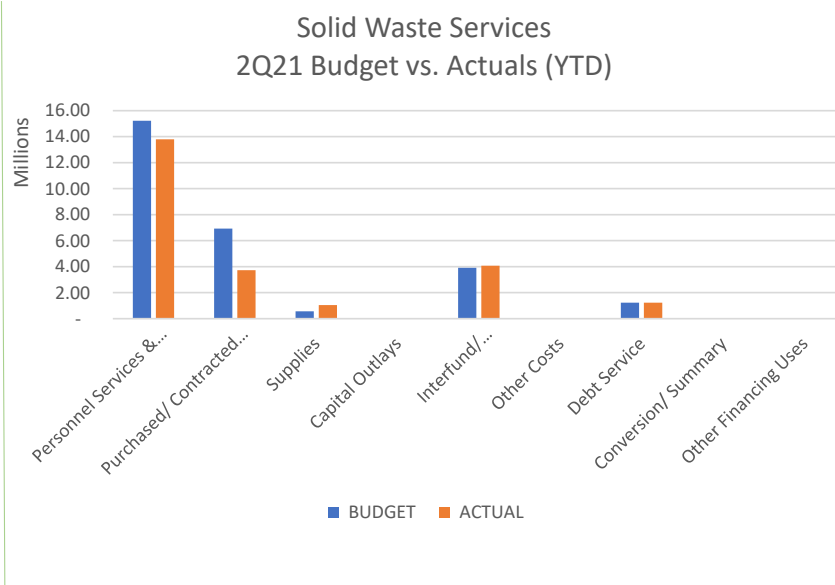
Financial

OVERVIEW



DEPARTMENTAL FINANCIAL SNAPSHOT – FY21 Q2

DEPARTMENT	FY21 BUDGET (ANNUAL)	Q2 ACTUAL (YTD)	% SPEND
SOLID WASTE	\$55,719,705	\$23,887,206	43%
FLEET SERVICES	\$33,796,776	\$13,545,896	40%
TOTAL	\$89,516,481	\$37,433,102	42%





Emergency Preparedness

OVERVIEW





COVID-19 SAFETY PRACTICES

89

Personnel have tested positive for COVID-19



CASE BREAKDOWN FOR FY21 Q2

	Solid Waste Services	Fleet Services	Office of Commissioner
October 2020	3	1	1
November 2020	6	0	1
December 2020	6	7	1
TOTAL Cases	15	8	3

52

Teleworking personnel daily average



350

Face masks issued on average weekly



- Host COVID-19 Safety Briefings with departmental supervisors:
 - 12/1/20
 - 1/7/21
- Conduct Daily Healthcare Screenings
- Notified key departments and increased “No Mask, No Service” signage at Fleet facilities in support of the Mayor’s Executive order for Masks
- Weekly Enhanced Cleaning and Disinfecting procedures

**NO MASK,
NO SERVICE!**



For updates and more information visit:
ATLSTRONG.ORG



Mayor Keisha Lance Bottoms
City of Atlanta

MASK ON, ATL!



COVID-19 EXPENSES BREAKDOWN – FY21 Q2

SOLID WASTE SERVICES

#	DATE	AMOUNT	LOCATION
1	10/15/2020	\$12,596.05	315 Chester Avenue
2	10/21/2020	\$9,120.40	128 Claire Drive (Lakewood)
3	11/9/2020	\$12,664.52	1120 North Avenue (Maddox Park)
4	11/12/2020	\$9,145.40	128 Claire Drive (Lakewood)
5	11/25/2020	\$12,914.52	1120 North Avenue (Maddox Park)
6	12/9/2020	\$9,145.40	128 Claire Dr (Lakewood)
7	12/22/2020	\$12,914.52	1120 North Avenue (Maddox Park)
8	12/30/2020	\$9,145.40	128 Claire Drive (Lakewood)
TOTAL		\$87,646.21	

FLEET SERVICES

#	DATE	AMOUNT	LOCATION
1	10/23/2020	\$20,288.92	23 Claire Drive (Medium Truck Shop)
2	12/14/2020	\$13,282.34	1370 Howell Mill Rd (General Repair)
3	12/19/2020	\$13,282.34	1370 Howell Mill Rd (General Repair)
TOTAL		\$46,853.60	

*Each cleaning costs between \$200 and \$20,000.

*Price is determined by size of area cleaned.

COST SAVING/PROACTIVE MEASURES

Current investment- **\$18,356.50** ENHANCED CLEANING AND DISINFECTING

FLEET SERVICES

- 5 Disinfectant Misters
- 4 Generators (for solution)
- 260 pouches of disinfectant solution

SOLID WASTE SERVICES

- 4 Disinfectant Misters
- 3 Generators (for solution)
- 195 pouches of disinfectant solution

Developed and trained Fleet and Solid Waste Personnel

- 3 Live demonstrations and training sessions: 10/5/20, 10/26/20, & 12/15/20

CASE BREAKDOWN FOR FY21 Q2 With Cleaning Response

	Solid Waste Services	Fleet Services	Office of Commissioner	Cleaning Response
October 2020	3	1	1	• 3- Professional Cleanings
November 2020	6		1	• 3- Professional Cleanings
December 2020	6	7	1	• 2- Internal Enhanced Cleaning & and Disinfecting • 3- Professional Cleanings
January 2021	12	2	1	• 8- Internal Enhanced Cleaning & and Disinfecting • 3- Professional Cleanings
February 2021	10	3		• 9- Internal Enhanced Cleaning & and Disinfecting • 3- Professional Cleanings
TOTAL Cases for FY21 Q2	37	13	4	



Fix-It ATL

OVERVIEW





Fix-It ATL

OPERATION CLEAN SWEEP

Fix-It ATL Phase 2, “Operation Clean Sweep” (OCS) is a renewed initiative aimed at improving quality of life for Atlanta residents and visitors through proactive clean up and beautification efforts across the City.

The Department of Public Works (DPW), the Department of Parks and Recreation (DPR), Atlanta Department of Transportation (ADOT) and ATL311 have combined resources to better maintain and enhance the City’s public spaces, while increasing responsiveness to areas in need of heightened attention.



OPERATION CLEAN SWEEP



Weekly Dashboard Ending 2/13/21

	Status	Current Week	Previous Week	Campaign Total 9/14/20 to 2/13/21
Illegal Dumping		154 SR 92.35 tons of debris	18 SR 89.03 tons of debris	2,203 SR 2,546.53 tons of debris
De-litter and Cut		95 SR 5.5 miles cut	60 SR 3 miles cut	1,113 SR 84miles cut
Bulk Collections		646 SR 171.73 tons of debris	809 SR 162.43 tons of debris	21,807 SR 6,356.62 tons of debris
Illegal Signs Removal		361 signs removed	186 signs removed	8,101 signs removed

Collections - SLA Status (1 day)			
Trash		Recycling	
		Yard Trimmings	

Collections - Performance Status			
Trash (98K hh)		Recycling (40K hh)	
		Yard Trimmings (40K hh)	



FIX-IT ATL (OPERATION CLEAN SWEEP) UPDATES

Fix-It ATL
OPERATION CLEAN SWEEP



BEFORE



AFTER

Pinedale Dr.
DISTRICT 3



BEFORE



AFTER

Milton St.
DISTRICT 4



FIX-IT ATL (OPERATION CLEAN SWEEP) UPDATES

Fix-It ATL OPERATION CLEAN SWEEP



**Homeless Encampment Cleanup
(John Wesley Dobbs)**

**Illegal Dumping Site Cleanup
(Southwest Atlanta)**



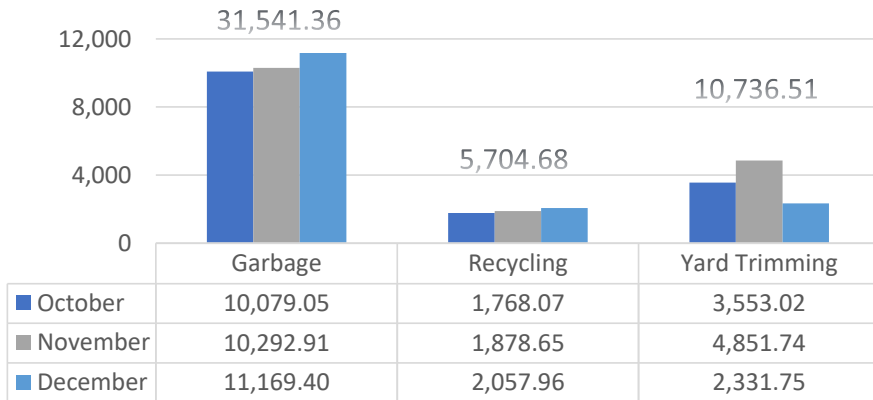
Performance

OVERVIEW

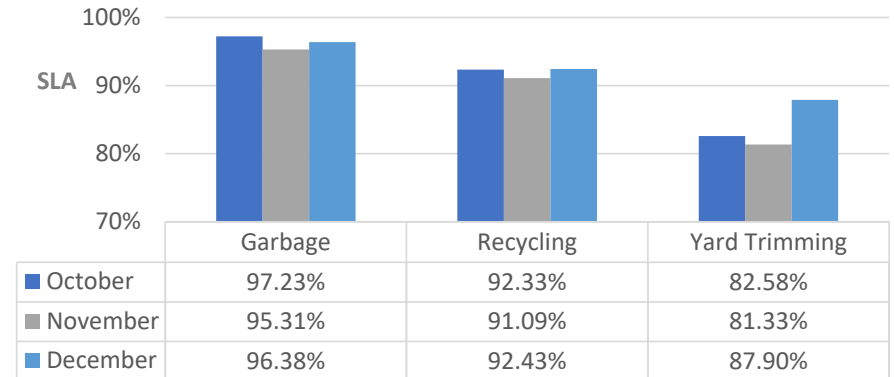


DEPARTMENTAL PERFORMANCE METRICS – FY21 Q2

Solid Waste Service Tonnage



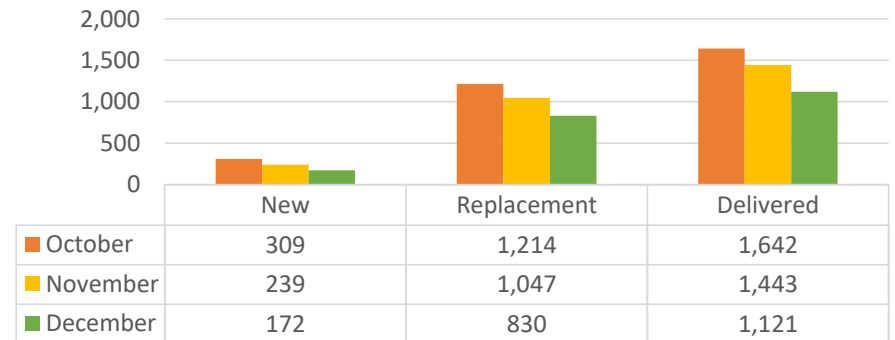
Solid Waste Missed Collections Service Level Agreement (SLA)



Safety Events



Bins



***Preventable accidents and incidents decreased for FY21Q1 due to a decrease in roadway and pedestrian traffic.**
***Preventable injuries increased in FY21Q1 due to warmer weather, insect bites heat related events.**
The warmer weather increases the chance for heat-related illnesses, insect bites and stings.



Bulk Collection

OVERVIEW





BULK COLLECTION OVERVIEW – FY21 Q2

REQUESTS FULFILLED
12,726

SCHEDULING TIMELINE
Same week availability

Schedule a Bulk Request online at:

www.atlantaga/solidwaste

www.atl311.com or

Call 311 - (404) 546-0311

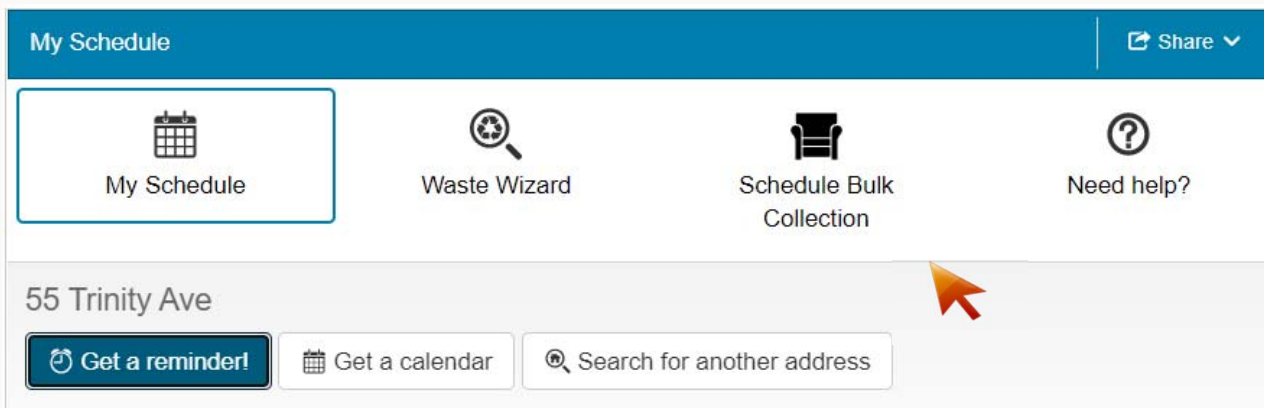


TOP REQUESTED ITEMS

Household Furniture
Bulky Yard Trimmings
Mattresses
Sofa/Love Seats

REQUESTS BY QUADRANT

Southwest (SW)
Northwest (NW)
Southeast (SE)
Northeast (NE)





Keep Atlanta Beautiful Commission

OVERVIEW





Community Engagement

COMMUNITY CLEANUPS

Q2	Events	Volunteers	Volunteer Hours	Miles Cleaned	Tons
October	47	440	1,151	64.4	7.38
November	41	147	283	26.7	3.51
December	37	173	315	25	4.62
Total	125	760	1,748	116.1	15.52

Corporate Partnerships

- Georgia Works! Dist. 12 Right-of-way De-littering Project
- \$5k grant from Walmart - MLK Jr. Dr. Litter Reduction
- Recycling Grant funded by Coca Cola; administered by The Recycling Partnership

Speaking Engagements

- Park Pride Big Park Action Group Facilitators
- 2020 Waste Expo Keynote Speakers

Notable Events

- Future Leaders Learning Academy Cleanup w/ CM Boone
- Capitol View Community Garden Workday w/ CM Sheperd
- GA Tech Emerging Leaders Sustainability Team Community Workday

Notable Projects

- 23 ROW Trash Can Installations Citywide
- Several ROW Trash Can requests/installations pending



RECYCLING MILESTONES

Curbside Collection Milestones

- 22 % YTD Tonnage Increase (CY2020)
- 2k+ tons in December 2020

Glass Recycling

- Strategic Materials Site-visit – October 2020
- Curbside Glass Usage in Building Materials

Collection Events

- CHaRM - Open by Appointment Only
- Call 404-600-6386 to Schedule a Drop-off
110 Hill Street SE
Atlanta, GA. 30315

National Recognition

The City of Atlanta continues to be a national leader in finding innovative ways to reduce recycling contamination.

Source: The Recycling Partnership





Fleet Services

OVERVIEW





VEHICLE MAINTENANCE & SERVICE

5,872

Vehicles and Equipment
Maintained and Serviced

5,076

Service Repairs Completed

95%

City-wide Vehicle Availability

\$85,248

Revenue from Vehicle/Equipment
Auction Sales





Safety

OVERVIEW





SAFETY DIVISION - FY21 Q2 AT-A-GLANCE



SAFETY TRAINING

1,504

Total Training Hours Conducted



249

New Hire Training Hours

1,232

CDL Employee Training Hours

23

DriveCam Coaches Training Hours

90%

DriveCam Compliant

32

Accident Avoidance Driver Recognition






DPW SAFETY SIGNAGE AND CAMPAIGN




USE YOUR SPOTTER
NO SPOTTER/NO BACKING





NO WIRELESS
DEVICES OR HEADPHONE
USAGE WHEN OPERATING
CITY EQUIPMENT/VEHICLES




**MOUNTING/
DISMOUNTING**



WATCH
YOUR
STEP



SEAT BELTS
BUCKLE UP




Safety is
NO ACCIDENT
We have **PROUDLY** worked

0 **DAYS**
WITHOUT ACCIDENTS

0 **DAYS**
WITHOUT INCIDENTS

0 **DAYS**
WITHOUT INJURIES

RUN THE NUMBERS UP CHALLENGE



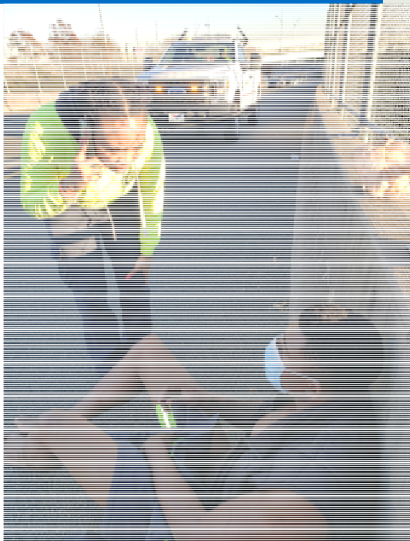
Council ATL

OVERVIEW





EMPLOYEE RECOGNITION – DOMENIQUE WAYS



Atlanta resident Oz Hill forwarded this email to share an account of a most noteworthy act of compassion, kindness, and professionalism which reflects the very best of our city. As I approached the crest of the ramp, I observed a young man sitting in the middle of the road-way completely naked. Two privately owned vehicles were positioned to protect the man from oncoming rush hour traffic; the vehicles were operated by City of Atlanta, DPW employee, Ms. Dominique Ways, and her sister. Ms. Ways move the injured man to the shoulder of the ramp/roadway and called 911 for assistance.

Then the most extraordinary thing occurred, Ms. Ways removed her protective mask, placed it on the young man, and removed her City of Atlanta uniform jacket to cover him. She also gave the stranger her exercise pants, socks, and put a vest to protect him from the cold temperatures

As I observed the compassion, kindness, and professionalism demonstrated by Ms. Ways, it was one of my proudest moments as a resident of this great city. Her life-saving actions reflect the very best of the City of Atlanta, and in my humble, unqualified, and unsolicited opinion, she is an example of the respect for humanity that is worthy of emulation by every person in our society; and deserves recognition.



DPW

CITY OF ATLANTA • DEPARTMENT OF PUBLIC WORKS

Thank You



CONTINUED.....

3. Receive regular updates from DPW and DWM on the progress toward the current fiscal year *Adopted Program Highlights* found in each fiscal year's adopted City of Atlanta budget document (p.246) during Departmental Quarterly Review presentations.

Work with the Airport to develop a compost program for yard waste to reduce material disposal costs. This initiative is from the Mayor's Office of Sustainability.

Develop a glass recycling drop-off program.

There is only one Material Recovery Facility (MRF) in Georgia that is currently processing and recycling glass. Glass makes up to one-fifth of the curbside recycling stream and is key commodity that the City is now recycling in Curbside collections. DPW is currently working on public education and outreach plan on glass recycling.

Analyze the feasibility of developing and deploying the WasteZero program.

The Department of Public Works ("DPW") seeks to continue to offer residential recycling in an effort to achieve Zero waste. The city plan will be developed in coordination with the Mayor's One Atlanta (Sustainability team).

Enhance Right-of-way maintenance operation to ensure right-of-way areas are maintained in accordance with established scheduled. SWS is partnered with ADOT, DPR and has brought in Contractors to maintain our right of ways as a part of 'Operation Clean Sweep, which is the 2nd Phase of the Mayor's 'Fix-It ATL' Initiative.