



# DPW

CITY OF ATLANTA • DEPARTMENT OF PUBLIC WORKS



Prepared for  
City Utilities Committee

# FY21Q3 Quarterly Report

Presented May 25, 2021

**MAYOR KEISHA LANCE BOTTOMS**

AL WIGGINS, COMMISSIONER

KEITH ROBINSON, INTERIM DEPUTY COMMISSIONER





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# Solid Waste Services

## OVERVIEW







# SOLID WASTE SERVICES SCHEDULE CHANGE

## SUMMARY

After a 3-month temporary service change, DPW is able to return to normal operations. This includes the weekly collections of solid waste (garbage), recycling and yard trimmings. Although COVID-19 concerns remain an issue, the Department has been able to overcome most obstacles due to increased testing and vaccination of employees.

- Attendance
- Hiring
- Current Challenges

## TIMELINE

Effective Monday, June 7, 2021

## LESSONS LEARNED

- Bulk Collections - Main Complaint
- Notify customers of other options for scheduling bulk items
- ATL Solid Waste App and Website

## SIGN UP FOR REMINDERS:

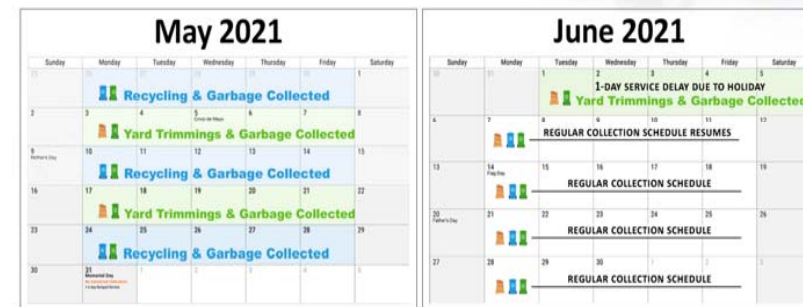
at [www.atlantaga.gov/solidwaste](http://www.atlantaga.gov/solidwaste) or call 311 (404) 546-0311.



## SOLID WASTE SERVICES

Weekly Recycling and Yard Waste  
Schedule Resumes **Monday, June 7, 2021**

Please continue to follow the temporary service changes through June 5th.  
Thank you for your patience during the pandemic.



**REPORT SERVICE ISSUES: 404.546.0311**

**SIGN UP FOR SERVICE REMINDERS:**

[www.atlantaga.gov/solidwaste](http://www.atlantaga.gov/solidwaste)

or download the Atlanta Solid Waste and ATL311 apps





# Emergency Mass Communications Public Notification Plan



## **Touchpoint Point 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 (i.e. robocalls, newsletters, etc.)



## **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

## **Forthcoming Touchpoints:**



### **DWM Bill Insert & Customer Newsletter**

- ✓ DWM Water Bill June Insert
- ✓ Content Included in DWM Electronic Newsletter



### **Newspaper**

- ✓ Print Ads
- ✓ Digital Banner Ads



### **Next Mayoral Press Briefing**

- ✓ Request Mayor Provide an Update during Next Briefing



# Human Resources

## OVERVIEW

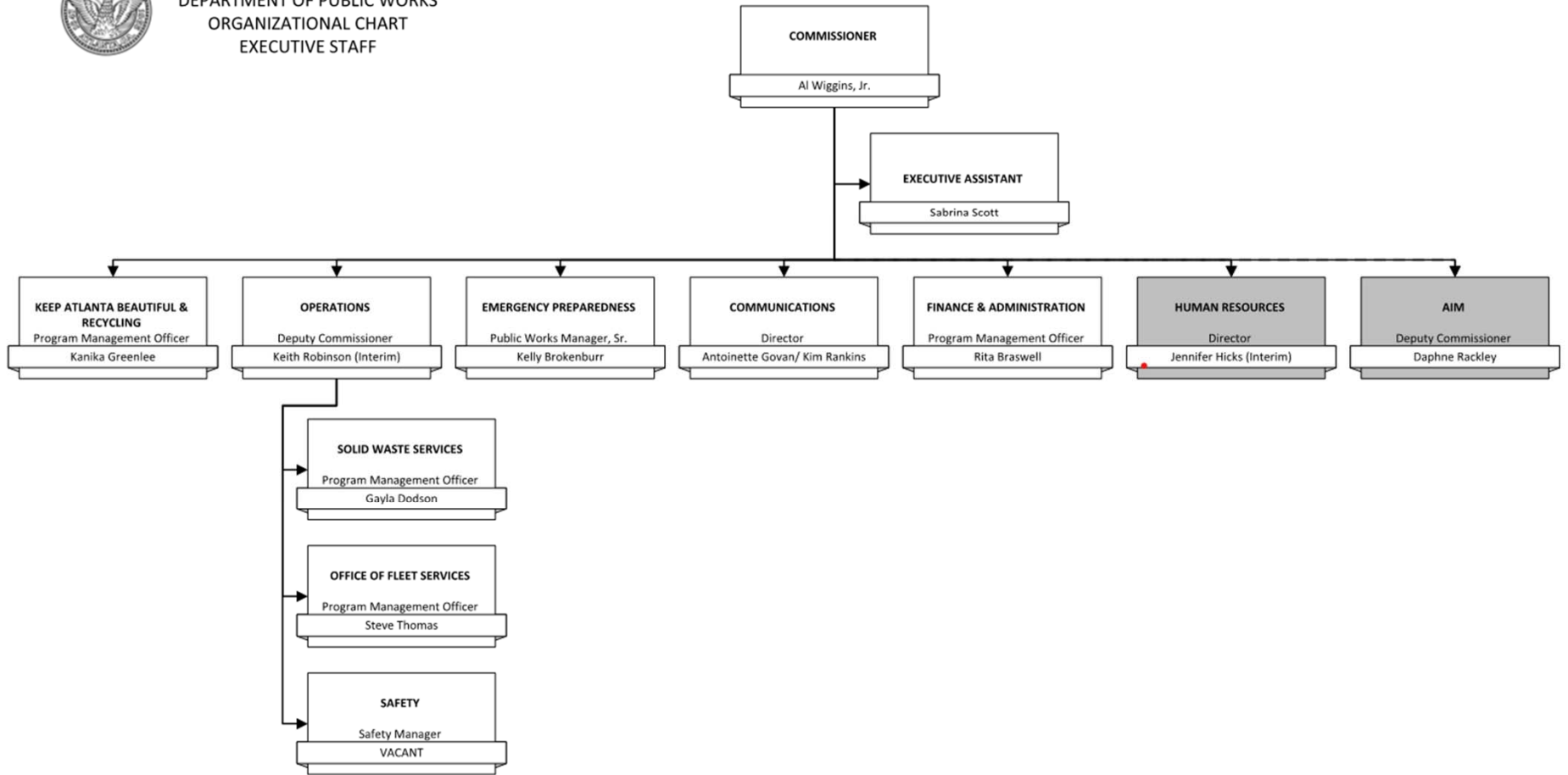




# DEPARTMENTAL ORGANIZATIONAL CHART



CITY OF ATLANTA  
DEPARTMENT OF PUBLIC WORKS  
ORGANIZATIONAL CHART  
EXECUTIVE STAFF





## DEPARTMENTAL STAFFING SCORECARD- FY21 Q3

Total Positions	*Positions Filled	Positions Not Filled	% Filled
665	544	121	82%

R yhudof # l long # | # G hsdwp hqw

DEPARTMENT	Filled	Vacant	Allocated	% Filled
Office of Commissioner	26	10	36	72%
Office of Solid Waste Services	382	75	457	84%
Office of Fleet Services	137	35	172	80%

\*\*Fleet Service vacancies are aggressively being sourced and filled.





Financial

OVERVIEW



## DEPARTMENTAL FINANCIAL SNAPSHOT – FY21 Q3

DEPARTMENT	BUDGET	Q3 ACTUAL	%
SOLID WASTE	\$55,719,705	\$40,236,894	72%
FLEET SERVICES	\$33,796,775	\$22,481,629	67%
<b>TOTAL</b>	<b>\$89,516,480</b>	<b>\$62,718,523</b>	<b>70%</b>

### FY21 Q3 COVID-19 PANDEMIC EXPENSES

OFFICE OF SOLID WASTE SERVICES	
Contract Labor	\$255,705
Supplies	\$174,711
<b>TOTAL COSTS</b>	<b>\$430,416</b>

OFFICE OF FLEET SERVICES	
Contract Labor	\$101,418
Supplies	\$ 62,580
<b>TOTAL COSTS</b>	<b>\$163,998</b>



# Emergency Preparedness

## OVERVIEW







100

Personnel have tested positive for COVID-19



58

Teleworking personnel daily average



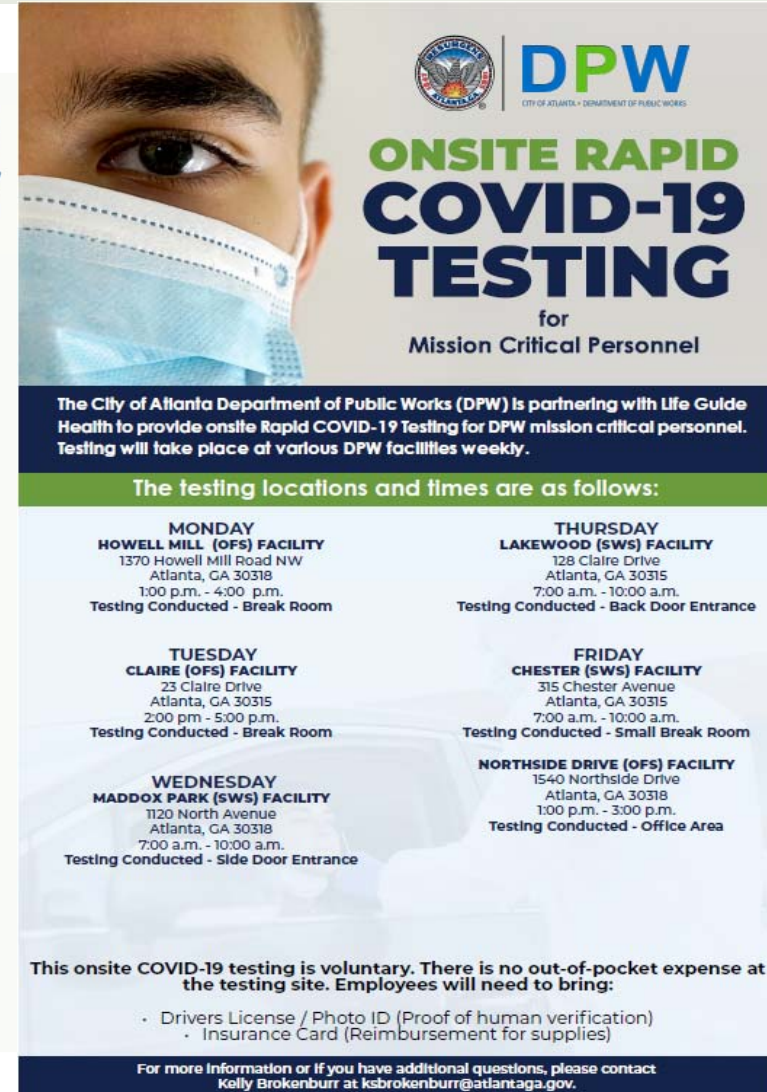
350

Face masks issued on average weekly



2021 FY21 Q3-Q4 CLEANING RESPONSE

	Solid Waste Services	Fleet Services	Office of Commissioner	Cleaning Response
February	10	3		<ul style="list-style-type: none"> <li>7- Internal Enhanced</li> <li>3- Professional Cleanings</li> </ul>
March	3	2	2	<ul style="list-style-type: none"> <li>6- Internal Enhanced</li> <li>3- Professional Cleanings</li> </ul>
April	3			<ul style="list-style-type: none"> <li>1- Professional Cleanings</li> </ul>
May	1			<ul style="list-style-type: none"> <li>1- Internal Enhanced</li> </ul>
<b>TOTAL CASES</b>	<b>17</b>	<b>5</b>	<b>2</b>	<b>21</b>



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## ONSITE RAPID COVID-19 TESTING

for Mission Critical Personnel

The City of Atlanta Department of Public Works (DPW) is partnering with Life Guide Health to provide onsite Rapid COVID-19 Testing for DPW mission critical personnel. Testing will take place at various DPW facilities weekly.

The testing locations and times are as follows:

<p><b>MONDAY</b> <b>HOWELL MILL (OFS) FACILITY</b> 1370 Howell Mill Road NW Atlanta, GA 30318 1:00 p.m. - 4:00 p.m. Testing Conducted - Break Room</p>	<p><b>THURSDAY</b> <b>LAKEWOOD (SWS) FACILITY</b> 128 Claire Drive Atlanta, GA 30315 7:00 a.m. - 10:00 a.m. Testing Conducted - Back Door Entrance</p>
<p><b>TUESDAY</b> <b>CLAIRE (OFS) FACILITY</b> 23 Claire Drive Atlanta, GA 30315 2:00 pm - 5:00 p.m. Testing Conducted - Break Room</p>	<p><b>FRIDAY</b> <b>CHESTER (SWS) FACILITY</b> 315 Chester Avenue Atlanta, GA 30315 7:00 a.m. - 10:00 a.m. Testing Conducted - Small Break Room</p>
<p><b>WEDNESDAY</b> <b>MADDOX PARK (SWS) FACILITY</b> 1120 North Avenue Atlanta, GA 30318 7:00 a.m. - 10:00 a.m. Testing Conducted - Side Door Entrance</p>	<p><b>NORTHSIDE DRIVE (OFS) FACILITY</b> 1540 Northside Drive Atlanta, GA 30318 1:00 p.m. - 3:00 p.m. Testing Conducted - Office Area</p>

This onsite COVID-19 testing is voluntary. There is no out-of-pocket expense at the testing site. Employees will need to bring:

- Drivers License / Photo ID (Proof of human verification)
- Insurance Card (Reimbursement for supplies)

For more information or if you have additional questions, please contact Kelly Brokenburr at [ksbrokenburr@atlantaga.gov](mailto:ksbrokenburr@atlantaga.gov).



## Host 3 DPW Virtual Townhalls:

- **2/11-** COVID & Departmental Updates
- **3/17-** COVID Vaccination Education & Awareness
- **5/20-** Return to City Hall Education & Awareness



# DPW

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**TO SLOW THE SPREAD OF COVID-19  
REQUIRES EVERYONE TO DO THEIR PART!**

- Wear your mask properly at all times**
- Wash your hands frequently with soap and water or use hand sanitizer**
- Maintain 6 feet distance, and when possible go outside and open windows in vehicles**
- Stay home when you are sick**
- Avoid large crowds and group gatherings**
- Clean and distinct frequently touched surfaces and items at the beginning and end of your workday**

Desk Phone Computer Keyboard and Mouse Door Handles Cabinets Office Supplies

## Phase 2-3 Preparing to Return

- Employee Education & Outreach
- Restructuring office space due to departmental split with ATLDOT and DPW Personnel
- Signage, PPE, Environmental Controls & Safety Upgrades

## Phase 4-5: Return to City Hall

- Hybrid Model
- Continue with virtual platforms for meetings





# 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 5/8/21

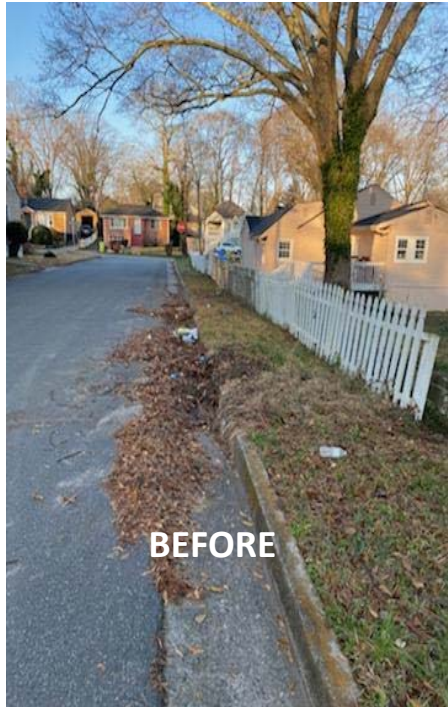
	Status	Current Week	Previous Week	Campaign Total 9/14/20 to 5/8//21
<b>Illegal Dumping</b>		16 SR 24.83 tons of debris	38 SR 42.72 tons of debris	2,468 SR 3,195.76 tons of debris
<b>De-litter and Cut</b>		83 SR 4.2 miles cut	34 SR 2 miles cut	2,083 SR 185.1 miles cut
<b>Bulk Collections</b>		787 SR 168.77 tons of debris	855 SR 210.77 tons of debris	31,987 SR 8,813.47 tons of debris
<b>Illegal Signs Removal</b>		0 signs removed	138 signs removed	9,224 signs removed

**Collections - SLA Status (1 day)**  
Due to data issues with ATLServ, SLA data is unavailable this week

**Collections - Performance Status**  
Due to data issues with ATLServ, SLA data is unavailable this week



# FIX-IT ATL (OPERATION CLEAN SWEEP)



**Fix-It ATL**  
OPERATION CLEAN SWEEP





# Performance

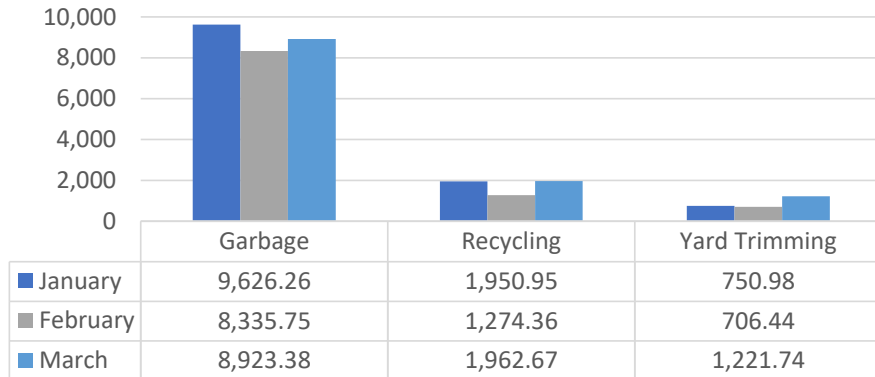
## OVERVIEW



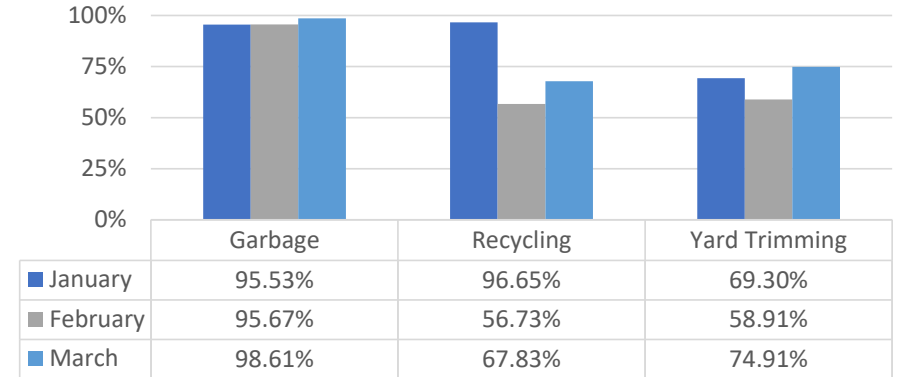


# DEPARTMENTAL PERFORMANCE METRICS – FY21 Q2

## Solid Waste Service Tonnage



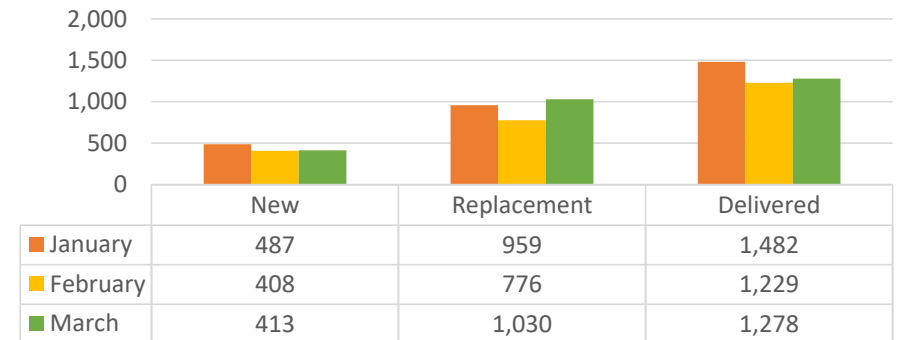
## Solid Waste Missed Collections Service Level Agreement (SLA)



## 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 Q3

## REQUESTS FULFILLED

9,144

## SCHEDULING TIMELINE

Same week availability

Schedule a Bulk Request online at:

[www.atlantaga/solidwaste](http://www.atlantaga/solidwaste)

[www.atl311.com](http://www.atl311.com) or

Call 311 - (404) 546-0311

### SIGN UP FOR SERVICE REMINDERS:

Visit [www.atlantaga.gov/solidwaste](http://www.atlantaga.gov/solidwaste) • Dial 3-1-1

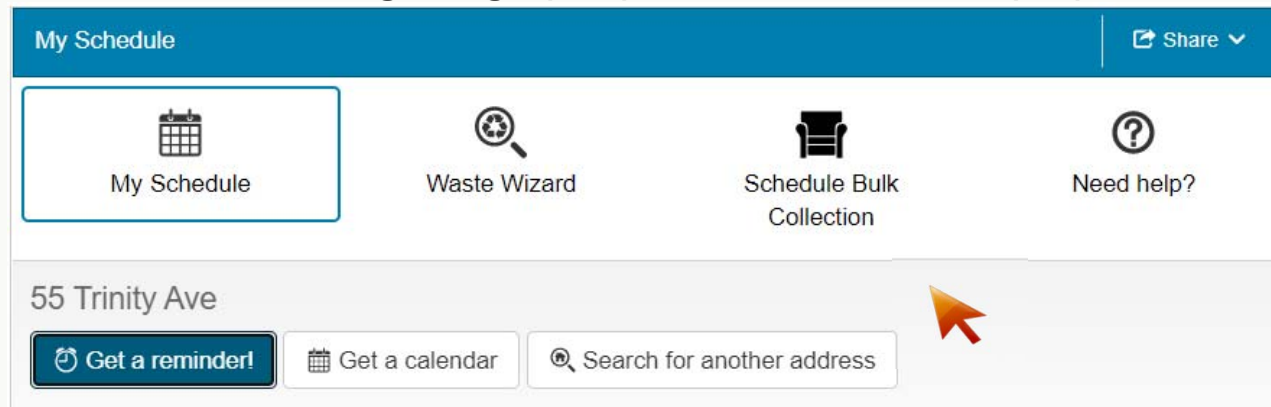


### TOP REQUESTED ITEMS

- Household Furniture
- Bulky Yard Trimmings
- Mattresses
- Yard Trimmings Bags (21+)

### REQUESTS BY QUADRANT

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







# Keep Atlanta Beautiful Commission

## OVERVIEW





## Community Engagement

### COMMUNITY CLEANUPS

Q3	Events	Volunteers	Volunteer Hours	Miles Cleaned	Pounds
January	28	214	661	24.4	8,400
February	37	185	326.5	27.5	5,495
March	38	253	661.6	29.3	10,010
<b>Total</b>	<b>103</b>	<b>652</b>	<b>1,649</b>	<b>81</b>	<b>23,905</b>

#### Corporate Partnerships

- Facebook Messenger Bot
- Georgia Works! District 12 Right-of-way De-littering Project
- Keep America Beautiful "Great American Cleanup"

#### Notable Events

- Grove Park "Sweep the Hooch" Annual Workday w/ CM Hills
- "Bring One for the Chipper" Christmas Tree Recycling

#### Notable Projects

- Deployed re-designed Adopt-A-Spot Road Sign
- Several ROW Trash Can requests/installations pending





# Fleet Services

## OVERVIEW







# FLEET SERVICES FY21 Q3 AT-A-GLANCE

## VEHICLE MAINTENANCE & SERVICE

**5,769**

Vehicles and Equipment  
Maintained and Serviced (Avg.)

**5,251**

Service Repairs Completed

**94%**

City-wide Vehicle Availability

**\$218,495**

Revenue from Vehicle/Equipment  
Auction Sales





Safety

OVERVIEW





# SAFETY DIVISION - FY21 Q3 AT-A-GLANCE



## SAFETY TRAININGS

# 2465

### Approximate Training Hours Conducted



## 1864

CDL Classroom Training Hours  
(Any training conducted throughout the quarter)

## 552

CDL Road/Skills Training Hours

## 49

DriveCam Coaches Training Hours

## 425/4364

90% DriveCam Events

## 12

Accident Avoidance Driver Recognition







Council ATL

OVERVIEW





## CITY COUNCIL REQUESTED INFORMATION

- 1. Set solid waste rates, based on a valid external rate study, that are competitive with external companies and reflect the actual services delivered to residential and commercial customers.**
- 2. Review staff allocation for the Department of Public Works for solid waste collection and understand if having contractors do bulk pickups and illegal dumping permanently could improve collections of garbage, recycling and yard waste.**

We currently have a contract with CERES to augment the Illegal Dumping and Bulk Rubbish Collections.

We conducted a citywide assessment on all Arterials and Collectors to determine the extent of the assistance needed for Right-of-Way mowing and cleaning. We will continue to analyze data collected by the QA/QC team to determine necessary resources.

From this first assessment we have engaged with Russell Landscape to assist with cleaning the Arterials of the city. This company will provide bi-weekly mowing and de-littering on the city's Arterials.

We are also currently hiring to complete our QA/QC team, that will assist with identifying cleanliness issues, in conjunction with our SWEET Team



- 3. Request solutions the Department of Public Works to the issue of escalating recycling costs by April 2021 (it now cost the City 2-3 times as much to process recycling compared to dumping trash). The Department should report the status of establishing long-term contracts to mitigate fluctuating prices in the recycling market as a cost savings measure.**

**In keeping with being a top tier city for sustainability, DPW operating costs continue to remain lower than the national average for single stream recycling processing costs.**

- 4. Evaluate expanding agreements with recycling partners to help increase the volume of recycling in order to help reduce the volume and weight of garbage collected and associated tipping fees.**

**DPW is limited by material recovery facilities that accept glass. Pratt is currently the only sole facility that accepts glass.**





Home > 60th Anniversary > 60 Voices: 8 of Atlanta's essential workers on what the past year...

## 60 Voices: 8 of Atlanta's essential workers on what the past year taught them about the city

Essential workers kept us going in 2020. Eight of them tell us how they survived last year and what it taught them about our city.

BY SEAN KEENAN - APRIL 27, 2021

101  
Shares



30



48



2

Whitney Beauford-Morris, Solid Waste Equipment Operator, II, Senior was featured by Atlanta Magazine as one of Atlanta's essential workers during the pandemic.

“We at the sanitation department are part of the continuity of Atlanta. We're that little bit of normalcy in a time where nothing is normal,” said Beauford-Morris.

<http://bit.ly/whitneybeaufordmorris>

# Atlanta MAGAZINE







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Thank You