



DPW

CITY OF ATLANTA • DEPARTMENT OF PUBLIC WORKS

FY22 Q3 Quarterly Report

Prepared for City Utilities Committee

Presented Tuesday, May 10, 2022



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SWS

OFFICE OF SOLID WASTE SERVICES





Leadership

- ✓ Key positions filled to ensure reliable, timely services.
- ✓ Hiring efforts for other senior management roles underway.



Priorities

- ✓ Enhanced Beautification Efforts (Beautification Projects)
- ✓ Solid Waste Routing Software
- ✓ Litter Education Plan
- ✓ Customer Service and Complaint Resolution





Accomplishments & Highlights

- ✓ Created Two-Year DPW Strategic Plan
- ✓ Resumed weekly/bi-weekly curbside collections, 1/31/2022
- ✓ Restored yard trimming collections through a partnership with local landscaping companies
- ✓ Retained temporary labor partnership with Invest Atlanta
- ✓ Increased solid waste staffing by 25% during the national labor crisis caused by COVID-19
- ✓ Enhanced right-of-way maintenance schedule for improved efficiency and increased frequency



- ✓ Achieved American Public Works Association (APWA) Reaccreditation
- ✓ Received Recycling Rebate
- Estimated yield \$1M for FY22
- ✓ Developed the Office of Service Delivery



Areas of Responsibility



Customer Service and Complaint Resolution



Customer Service Installation Representatives



QA/QC Field Inspections



Data Reporting and Analysis



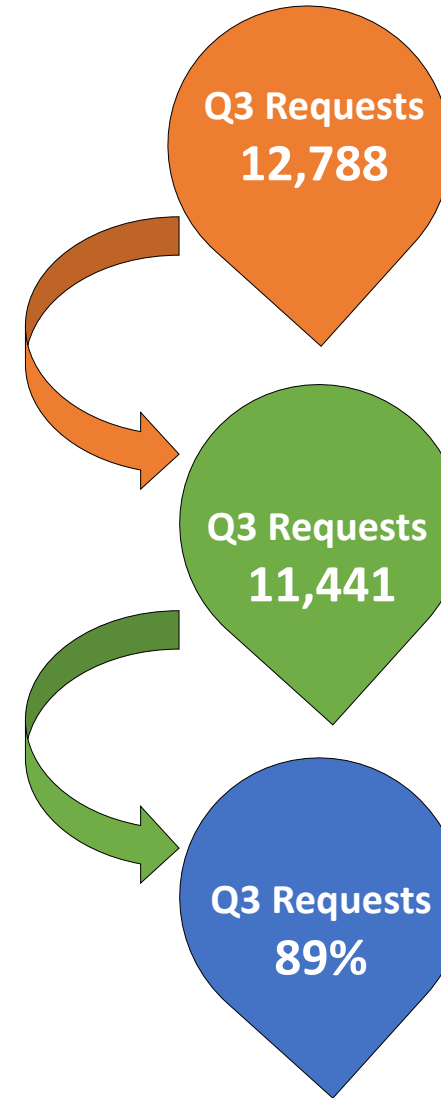
MISSED COLLECTIONS SLA COMPLETION



Q2 – Missed Collections SLA Met – 32%

Q3 – Missed Collections SLA Met – 99%

Increased SLA by 67%



Total Service Requests
Q2 – 7,980

Completed Requests
Q2 -7,251

Percent Completed
Q2 - 91%



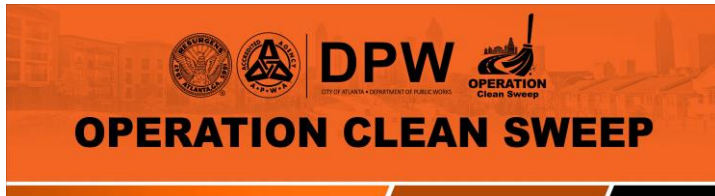
Staffing Challenges

- ✓ Recruitment and Retention
- ✓ Vacation Carryover Mitigation
- ✓ Injuries and Illness Attendance Impact

Vehicle Readiness

- ✓ Purchased eight additional rear loader collection trucks (Mid-summer projected delivery)
- ✓ Automated Side Loader Feasibility Study





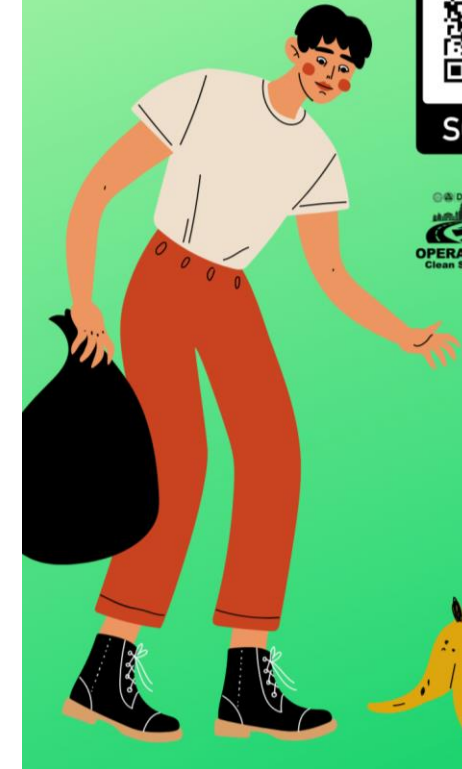
PROGRAM OVERVIEW

- ✓ Operation Clean Sweep (OCS), a proactive City of Atlanta campaign, is designed to address citywide beautification.
- ✓ Cross-functional and collaborative initiative designed to increase responsiveness to areas in need of heightened attention throughout the city.
- ✓ Progressive plan to better maintain and enhance the city’s public spaces through community partnerships and improved best management practices and innovation.

PITCH IN

Join **Operation Clean Sweep** and help transform the City of Atlanta into a city that offers a clean, safe, and healthy environment with litter-free streets.

[Scan to view volunteer projects.](#)





Program Highlights

- ✓ Implemented volunteer portal through Hands on Atlanta
- ✓ Integration with IKE Digital Kiosk
- ✓ Establishing Partnerships with internal stakeholders
- ✓ Enhanced beautification efforts
- ✓ Identified main arterial and collector roads
- ✓ Monetized volunteer efforts
- ✓ Performing current labor/cost analysis across staff/vendors

ROW Maintenance

327.8

ROW Maintenance
Miles Serviced

96

Dumpsites Serviced

1,041

Total Bags Of Debris

313.8

Total Tonnage

Litter Collection

137

Total Volunteers

306

Total Bags Of Debris





City of Atlanta landfills have been in the Post Closure status for the past 21 years.

All four sites passed the June 2021 closed landfill inspection conducted by GA Environmental Protection Division (EPD).

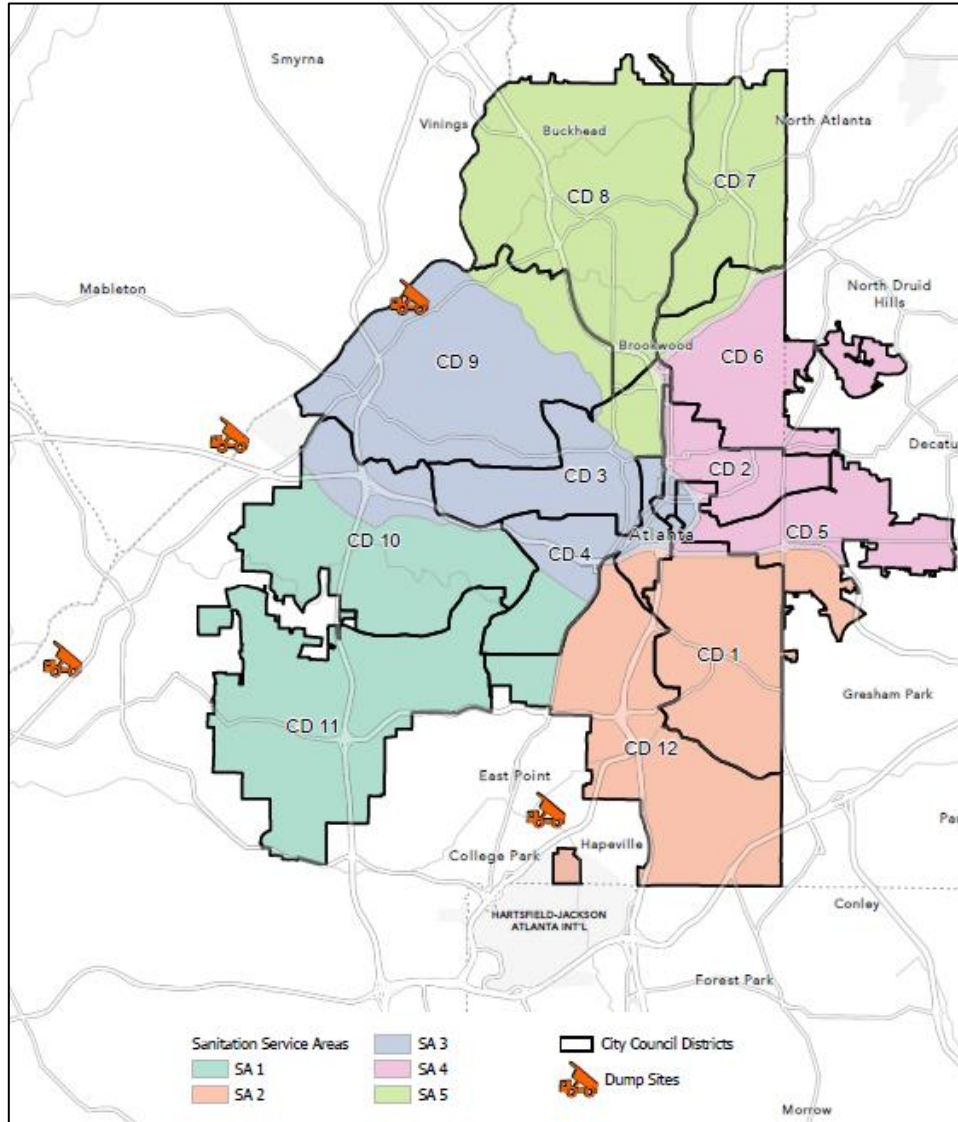
Post closure activities include:

- Monthly and Quarterly Methane Sampling
- Bi-annual Groundwater Sampling
- Routine Vegetation Cap Maintenance
- Gas Collection and Control System Maintenance

Methane Sampling:

Three of four landfills are in compliance with the methane parameters. We continue to work with GA Environmental Protection Division (EPD) for a viable solution to reduce gas levels and regain compliance.





Solid Waste Removal

\$41.14/ Ton

Recycling

\$75/ Ton

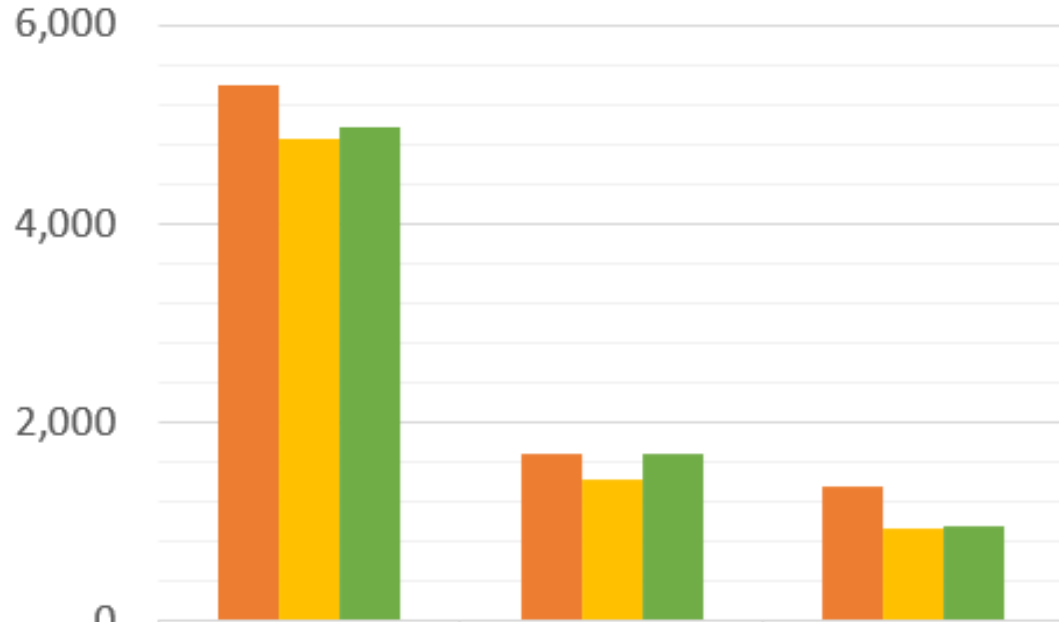
Yard Waste Removal

\$34/ Ton

Commodity	National Avg Price (Feb 2021)	National Avg Price (Feb 2022)
Cardboard	\$70/ton	\$134/ton
Mixed Paper	\$32/ton	\$68/ton
Plastic Bottles	8.63 cents (per pound)	26.88 cents (per pound)



Solid Waste Service Tonnage



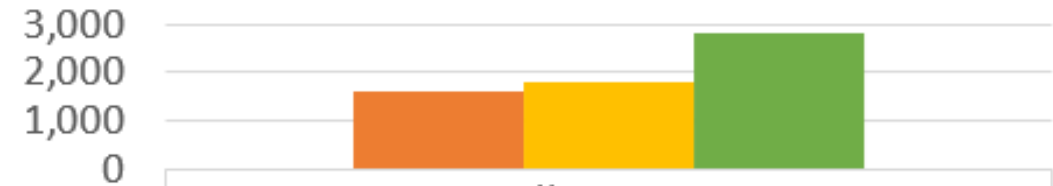
	Garbage	Recycling	Yard Trimming
January	5,384.60	1,681	1,368
February	4,844.69	1,417	928
March	4,979.51	1,690	961

Pedestrian Trash Cans Serviced

20,726

January, February, March

Miles of Roads Swept



	Miles Swept
January	1,625
February	1,804
March	2,805



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BULK COLLECTIONS





REQUESTS FULFILLED

8,453

SCHEDULING TIMELINE

Same week availability

Schedule a Bulk Request:

<https://bit.ly/SWSCollectionTool>

www.atl311.com or

Call 311 - 404.546.0311

SIGN UP FOR SERVICE REMINDERS:

Visit www.atlantaga.gov/solidwaste • Dial 3-1-1



TOP REQUESTED ITEMS

- Household Furniture
- Bulky Yard Trimmings
- Mattresses
- Sofa/Love Seat

REQUESTS BY QUADRANT

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

My Schedule Share

My Schedule
 Waste Wizard
 Schedule Bulk Collection
 Need help?

55 Trinity Ave



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KABC

KEEP ATLANTA BEAUTIFUL COMMISSION





Community Engagement

COMMUNITY CLEANUPS

Q3	Events	Volunteers	Volunteer Hours	Miles Cleaned	Pounds
January	31	129	387	29.2	4,515
February	34	306	612	59	11,550
March	31	702	2,317.5	42.3	31,045
Total	96	1,137	3,316.5	130.5	47,110

Notable Projects & Events

- ✓ *Bring One for the Chipper* Tree Recycling
- ✓ *Great American Cleanup* Launch
- ✓ Atlanta Recycles Day @ Greenbriar Mall – 3rd Saturdays
- ✓ Pride in Southside/NPU P Workday
- ✓ Morehouse Alumni Community Cleanup
- ✓ NPU V & APAB Workday
- ✓ *Sweep the Hooch*

Speaking Engagements

- ✓ SWANA – Georgia Fall Conference, Keynote Presenters
- ✓ Polar Rock Neighborhood Association
- ✓ Reynoldstown Beautification Committee
- ✓ Southside Concerned Citizens
- ✓ Former University Homes Residents Council



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I&T

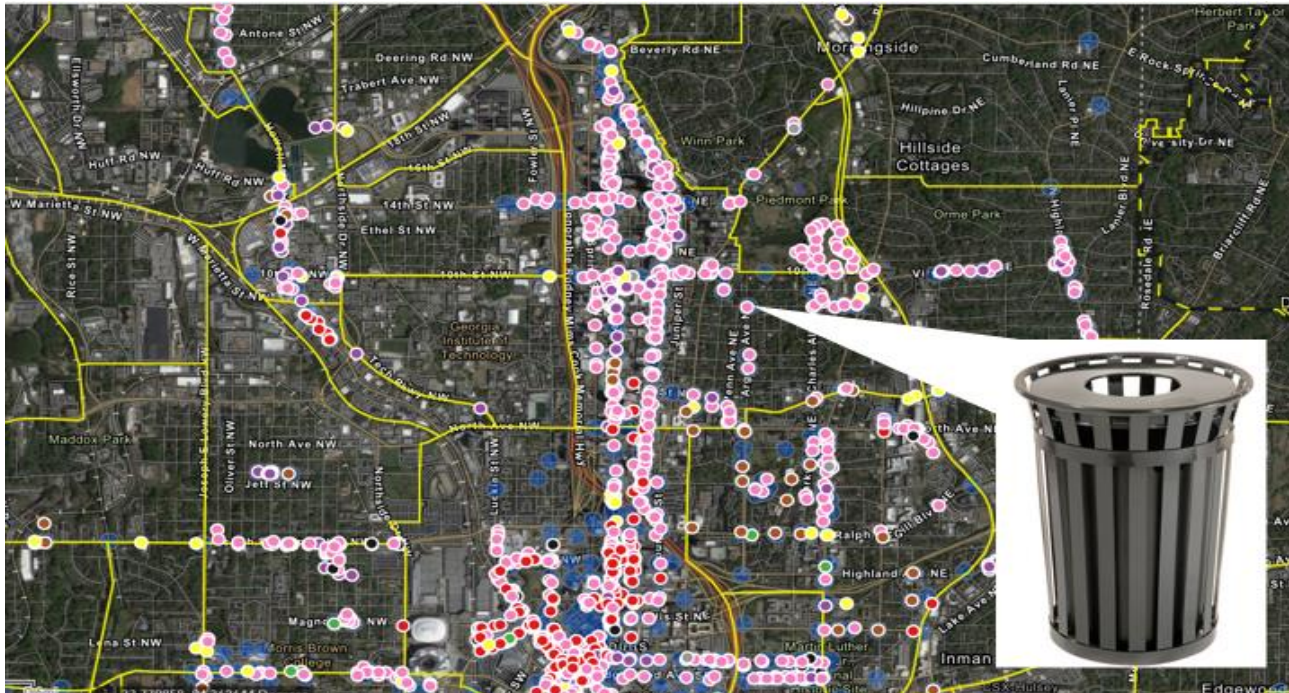
INNOVATION AND TECHNOLOGY





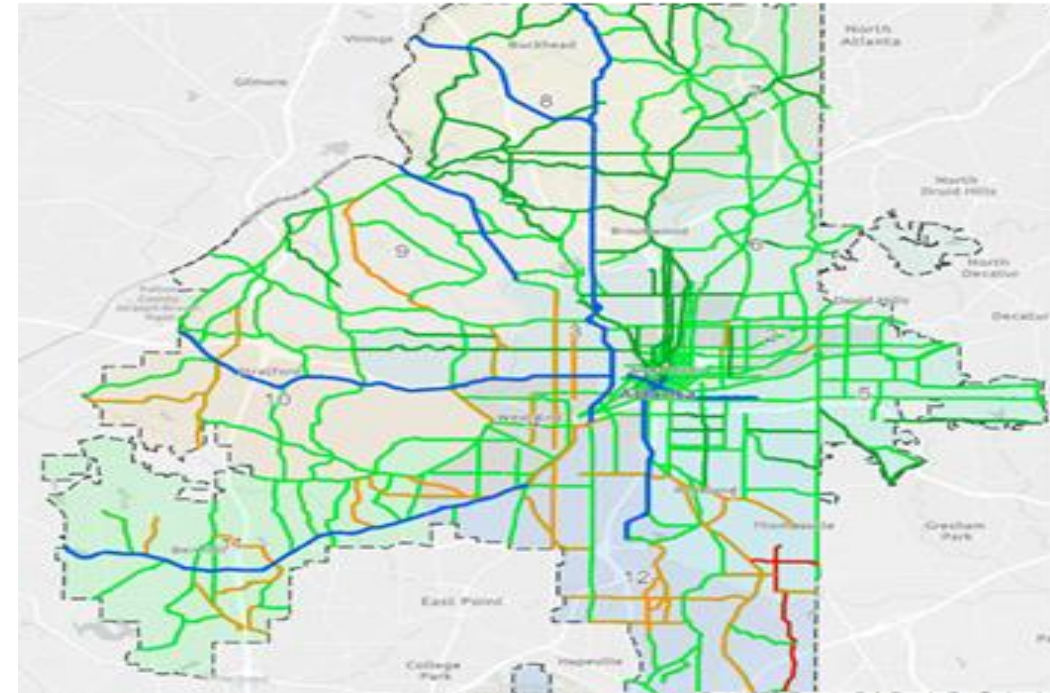
Trash Receptacle Study

- ✓ Spatial analysis study performed for proper placement of trash receptacles
- ✓ Proper receptacle placement in relation to litter index



Litter Index Audit


- ✓ Performed February 2022
- ✓ Conducted visual inspections which utilized the scoring for GIS layer placement.





Evaluating and testing three trailer-mounted mobile surveillance cameras for a 30-day trial period to capture illegal dumping activity.

Camera Status: Playing No other Camera Viewers



HOME

⊕ ⊖

Flood Light

Strobe Light

Camera Light

Suspend Patrol

Quick Sounds

Trespassing

Disperse Law Enforcement

Do Not Touch

Show Additional Buttons
Report a Problem





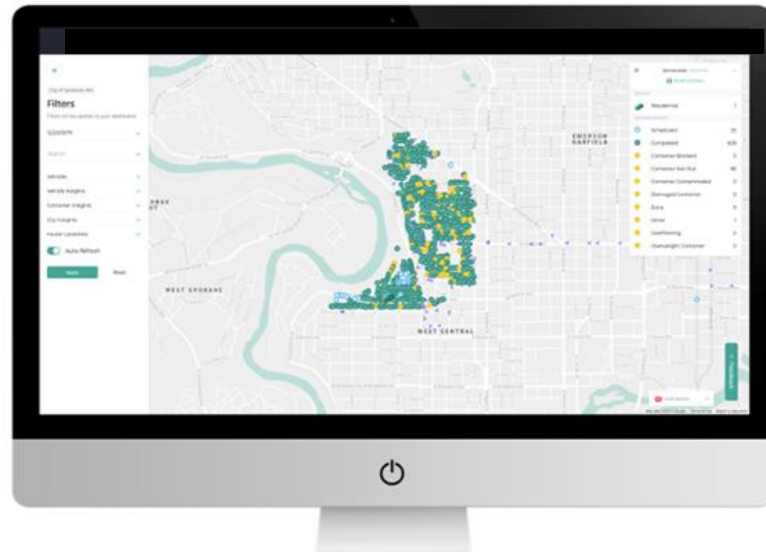
DPW will explore opportunities for the automation of vegetation management in upcoming RC Mowing demonstration.





Summary of Benefits

- ✓ Digitalized Operations
- ✓ Identified Repeat Offenders
- ✓ Reduced Go Backs
- ✓ Reduced Route Time
- ✓ Route Assist
- ✓ Assessed Route Efficiency
- ✓ Fleet Optimization



May

- ✓ Department of Procurement Review
- ✓ Draft Certification Memo

June

- ✓ Legislation Review
- ✓ Law Approval

July

- ✓ Contract Execution



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OFS

OFFICE OF FLEET SERVICES





Vehicle Maintenance & Service

5,971

Vehicles & Equipment
Maintained and Serviced (Avg.)

4,691

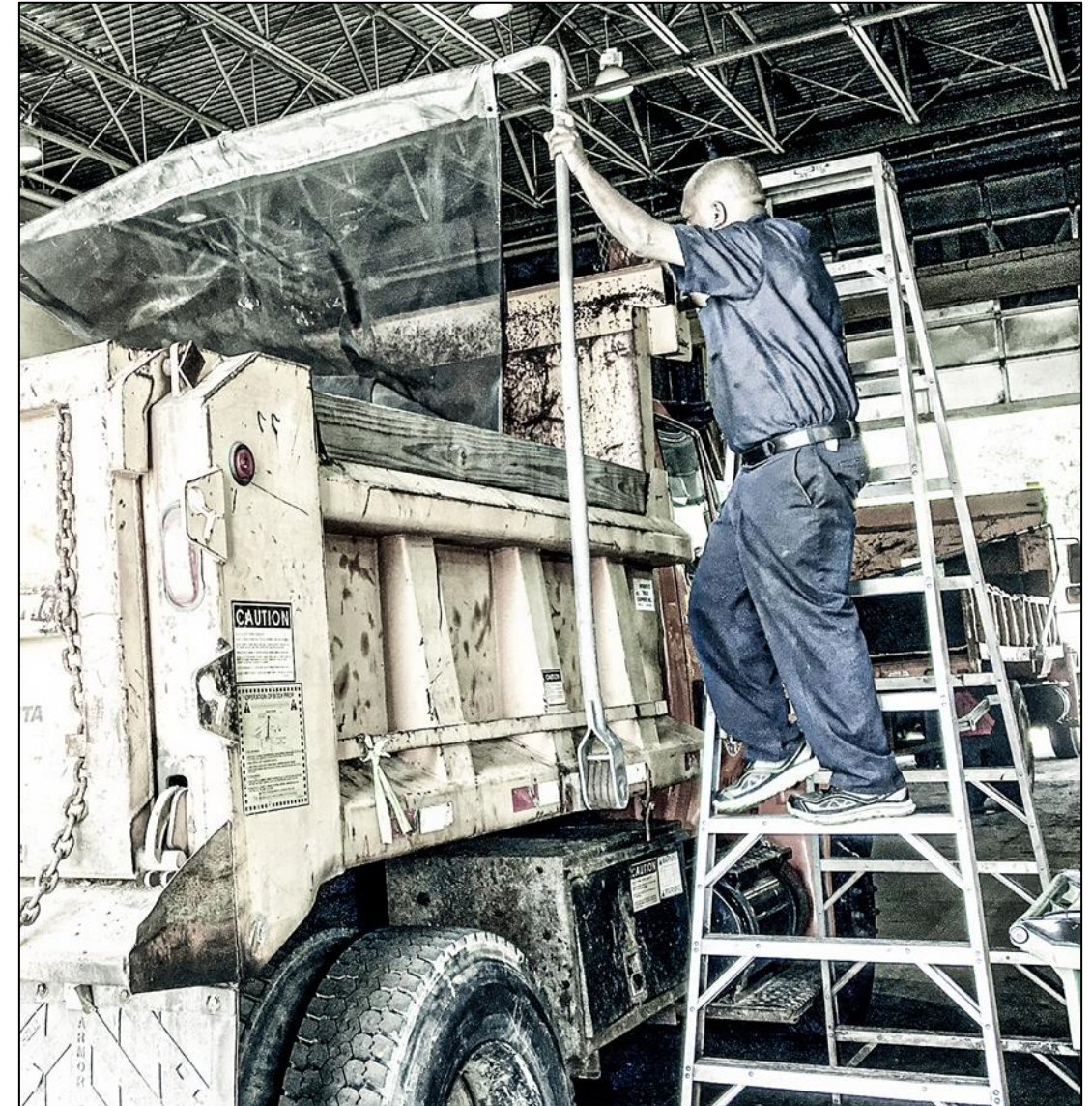
Total Repairs Completed

93%

City-wide Vehicle Availability

16,144

Total Labor Hours Completed





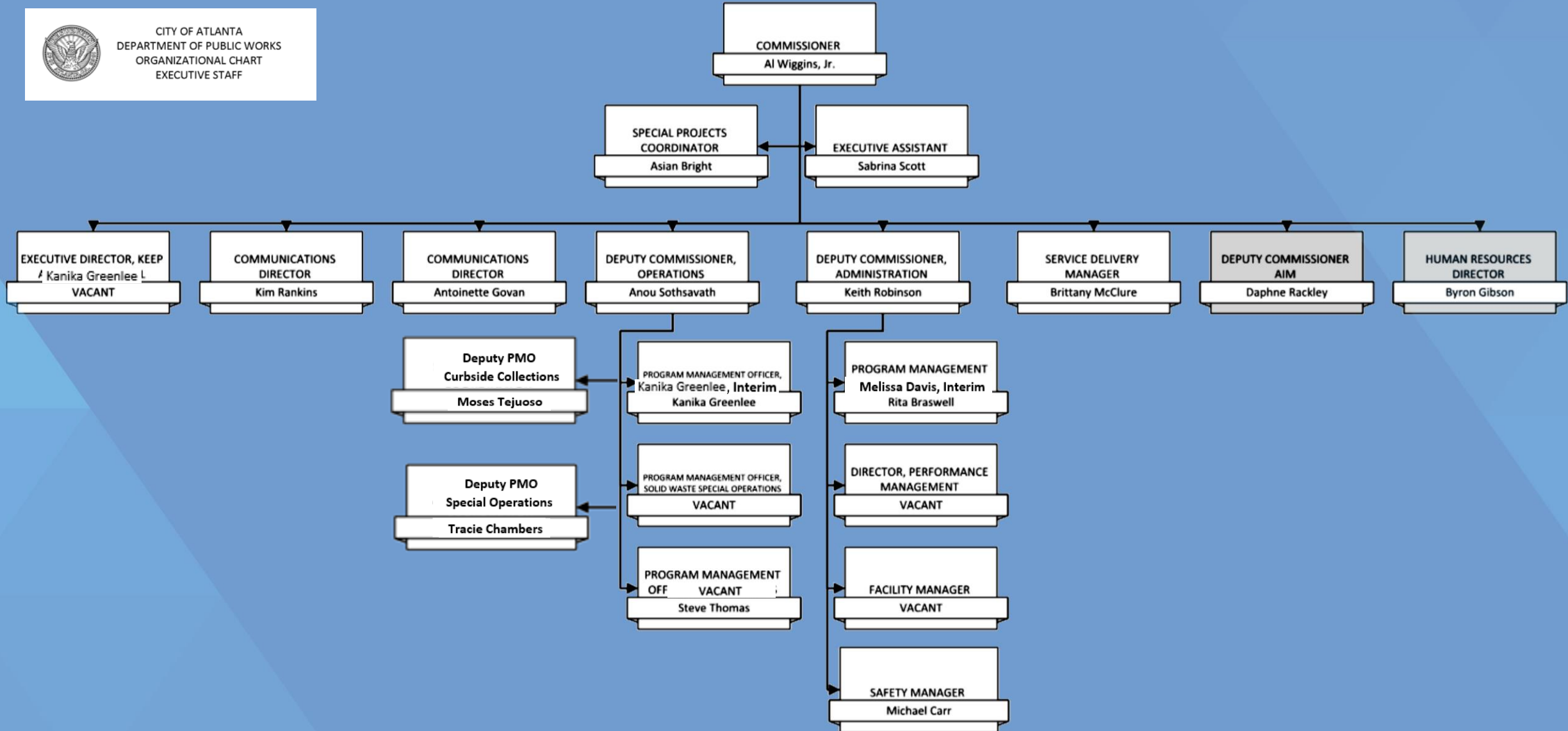
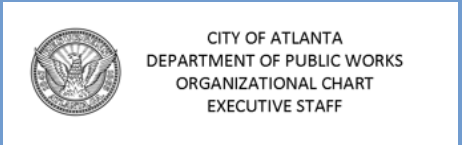
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HR

HUMAN RESOURCES







Total Positions	*Positions Filled	Positions Not Filled	% Filled
742	550	192	74%

Overall % Filled by Department

DEPARTMENT	Filled	Vacant	Allocated	% Filled
Office of Commissioner	45	16	61	73%
Office of Solid Waste Services	383	124	507	76%
Office of Fleet Services	122	52	174	70%

**Solid Waste vacancies are aggressively being sourced and filled.

**Creating apprenticeships and partnerships to fill vehicle mechanic positions in fleet



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FINANCE





DEPARTMENT	BUDGET	Q3 ACTUAL	%
SOLID WASTE	\$56,358,435	\$42,168,588	75%
FLEET SERVICES	\$33,735,350	\$22,745,989	67%
TOTAL	\$90,093,785	\$64,914,577	72%

FY22 COVID-19 PANDEMIC EXPENSES

OFFICE OF SOLID WASTE SERVICES	
Contract Labor	\$20,244
Supplies	\$23,599
TOTAL COSTS	\$43,843

OFFICE OF FLEET SERVICES	
Contract Labor	\$37,786
Supplies	\$7,654
TOTAL COSTS	\$45,440



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SAFETY DIVISION





Safety Trainings

1,310

TOTAL TRAINING HOURS CDL/DRIVECAM

960

CDL
CLASSROOM

280

CDL
ROAD/SKILLS

70

DRIVECAM
COACHES

534/2768

90% DriveCam Events

09

Accident Avoidance
Driver Recognition

Department-Wide Safety Messaging

WEEKLY SAFETY MESSAGE
REPORTING ACCIDENTS INCIDENTS + INJURIES

OFFICE AND HOME SHELTER-IN-PLACE (SIP) CHECKLIST

PRE-SELECT AN INTERIOR ROOM(S) WITH THE FEWEST WINDOWS OR VENTS

- Storage rooms
- Hallways
- Avoid rooms with mechanical equipment like ventilation blowers or pipes
- Room(s) should have adequate space for everyone to be able to sit down
- Avoid overcrowding by selecting several rooms
- Ideally should be a room with an adjoining bathroom

PREPARE A SHELTER-IN-PLACE KIT CONTAINING THE FOLLOWING:

- A battery-operated AM/FM radio and batteries
- Plastic sheeting (preferably, one cut to size to cover any windows & doors and labelled)
- Duct tape for sealing cracks around doors and windows
- Alternate lighting, in the event of a power outage (i.e. candle free lantern(s), flashlight), headlights (keeps your hands free), batteries, and light sticks
- Bottled water for drinking and to wet towels
- Ready to eat, non-perishable snack food
- Enough towels to block the bottoms of each door in the room
- First aid kit
- Paper, pens, list of important phone numbers
- Charged cellular phone, laptop or smart TV

RESPONSE ACTIVITIES (DURING SHELTER-IN-PLACE EMERGENCY)

- Go inside immediately
- Close all doors and windows
- Remove the Shelter-in-Place kit case inside the Shelter-in-Place room(s)
- Seal any doors, windows, vents with plastic sheeting and tape
- Place wet towels at base of door(s)
- Monitor media for updates

REMAIN IN THE SHELTER-IN-PLACE ROOM(S) UNTIL AN ALL CLEAR IS GIVEN BY EMERGENCY OFFICIALS.

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) 346-1499 to report all accidents.

Weekly Safety Message
DRIVECAM AWARENESS

DRIVECAM is designed to help deter risky driving habits and correct unsafe behaviors, including cell phone use, general inattentiveness, eating or drinking, smoking, unbelted seat restraints, speeding, failure to stop at intersections, hard braking, lane departure, and following distances.

DRIVECAM is used to improve driving behaviors and decrease the number of vehicle collisions and employee injuries. Employees who perform safe driving practices are awarded through the DRIVECAM Recognition Program.

IT IS A VIOLATION AGAINST THE CITY OF ATLANTA VEHICLE USE POLICY FOR TAMPERING WITH, DAMAGING OR DESTROYING A DRIVECAM DEVICE.

Remember, Safety is the Best Practice
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793

TOTAL TRAINING HOURS

New Hire Safety Trainings (NEST) / GENERAL SAFETY

281

GENERAL SAFETY

164

FLAGGER

348

DEFENSIVE DRIVING

Department-Wide Safety Messaging

Weekly Safety Message

The DON'Ts and DOs of SAFE LIFTING

DON'T

- DON'T** try to handle bulky loads alone, leaning the weight against your torso. **DO** utilize more than one worker to lift and move bulky loads.
- DON'T** lift with your back, curving your body to grab and lift loads from the ground. **DO** lift with leg muscles, keeping your back straight while bending knees.
- DON'T** haul heavy, hazardous loads that require an intense amount of strength. **DO** use equipment such as dollies, hand trucks, and forklifts to safely lift heavy loads.

DO

Remember, Safety is the Best Practice
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Safety Message

OPERATOR SAFETY TIPS FOR CDL DRIVERS

- CHECK YOUR BLIND SPOTS**
Check mirrors every 8-10 seconds to be aware of vehicles entering your blind spots. Additionally, scan ahead on the road about 15 seconds (equating to a quarter mile on interstates, or one to two blocks in cities) for traffic issues, work zones, and other dangers.
- MAKE WIDE TURNS CAREFULLY**
Trucks and buses need extra space and time to make wide, careful turns. Make turns carefully and signal appropriately.
- DRIVE AT A SAFE SPEED**
The large size and weight of trucks and buses increase driving challenges, including acceleration, braking, and maneuverability. Large vehicles accelerate slower uphill and may gain speed quickly downhill. Drive at a safe speed, be aware of your surroundings, and never drive above the speed limit.
- STAY FOCUSED AND AVOID DISTRACTED DRIVING**
Get enough rest; don't drive when you're fatigued, feeling ill, or using medications (including over-the-counter medicine) that make you drowsy or dizzy. Texting is among the worst driving distractions. It is illegal for a CMV driver to text while driving, and mobile phones must be hands-free and dialed using no more than one button. Eating, drinking, conversations with passenger, interacting with a navigational device, reading maps, or any other activity that takes the focus off the road can also be distracting. If you must attend to an activity other than driving, exit the highway or pull over – it's not worth the risk.
- BUCKLE UP**
Use your safety belt every time. Safety belts save lives, reduce injuries, and allow drivers to stay inside and in control of their vehicles in the event of a crash.

Weekly Safety Message

Spotter Signals

Back, turn right
Back, turn left
Back up
Slow down
Stop
Move forward
Distance left to back

Make Yourself Visible: Try to make yourself as visible as possible. Use your hazards when backing, even a friendly tap of the horn will help get people's attention.

Blind Spots: Blind spots can extend up to 16 feet in front and 100 feet behind a vehicle. Drivers need to remember that mirrors can never give the whole picture while backing. And don't just focus on 1 mirror, scan the entire area and don't forget the front and sides of the vehicle.

Think Ahead: Drivers should not put themselves into harmful, unnecessary backing situations. Also, drivers should choose easy-exit parking spaces, so they driver to back safely, not your spotters can drive straight out when they are ready to get back on the road.

Do A Walk-Around: Walking around a vehicle gives the driver firsthand view of the backing area and any limitations. They can check for pedestrians, muddy areas, potholes, tire hazards, and other dangers.

Every Situation is Different: Drivers can visit the same location several times but each time they back up it could be different, so they need to take the same precautionary measures each time.

Use a Spotter: Drivers should use another person to help them when backing. The driver and spotter need to remember that mirrors can never give the whole picture while backing. And don't just focus on 1 mirror, scan the entire area and don't forget the front and sides of the vehicle. Proper spotting is not done while riding in or on the truck. Spotters must get off or get out and spot for their driver while they are on the ground. But remember, it is your responsibility as the driver to back safely, not your spotters.

No Spotter Available?: If a driver has to spot for themselves, it is important for them to start backing up within a few seconds of getting back in the truck. This allows little time for people or any limitations. They can check for pedestrians, muddy areas, potholes, tire hazards, and other dangers. Always back slowly (less than 1mph).

Remember, Safety is the Best Practice
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FRONTLINE (S)HEROES





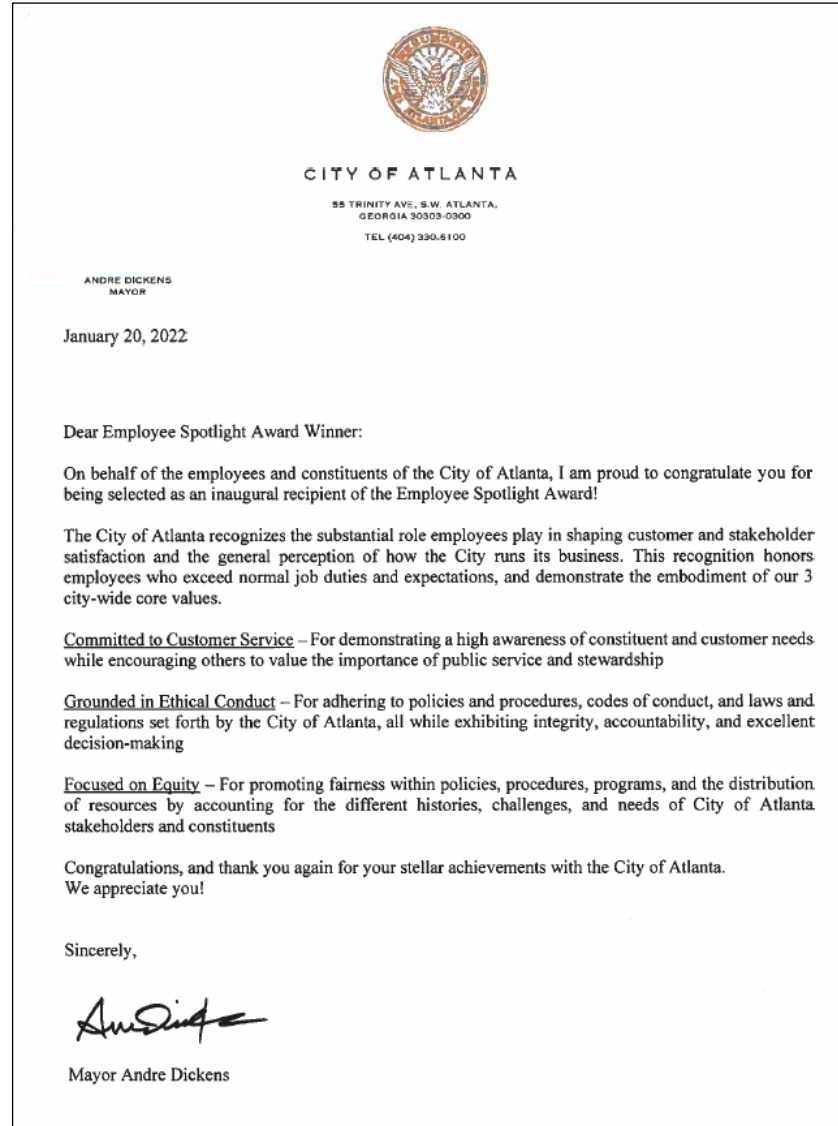
Alice Latimer – Spotlight Award Recipient

Solid Waste Supervisor Alice Latimer was the latest DPW team member selected as a recipient of the City of Atlanta Employee Spotlight Award, which encourages team members to go beyond our citizens’ expectations and meet the highest standards of service to the community. Alice is already considered an outstanding employee and superior leader within Solid Waste Services.

The award recognizes the substantial role that employees play in shaping our customers’ and stakeholders’ satisfaction and the general perception of how city government is managed.

The three citywide core values used for recipient selection::

- ✓ **Committed to Customer Service** – For demonstrating a high awareness of constituent and customer needs while encouraging others to value the importance of public service and stewardship.
- ✓ **Focused on Equity**– For promoting fairness within policies, procedures , programs and the distribution of resources by accounting for the different histories, challenges, and need of City of Atlanta stakeholders and constituents
- ✓ **Grounded in Ethical Conduct** – For adhering to within policies and procedures, codes of conduct, and laws and regulations set forth by the City of Atlanta, all while exhibiting integrity, accountability, and excellent decision-making.





IN LOVING MEMORY MR. SANTONIO "QUICK" MOBLEY

- With heartfelt sadness, we announced the passing of Mr. Santonio “Quick” Mobley, a cherished Solid Waste Services Route Supervisor who faithfully served the City of Atlanta for 31 years.





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THANK YOU!

