



Department of Public Works DPW (KT)

MISSION

The mission of the Department of Public Works (DPW) is to provide the highest quality sanitation, parking enforcement, and fleet management services that are both ecologically sound and cost effective.

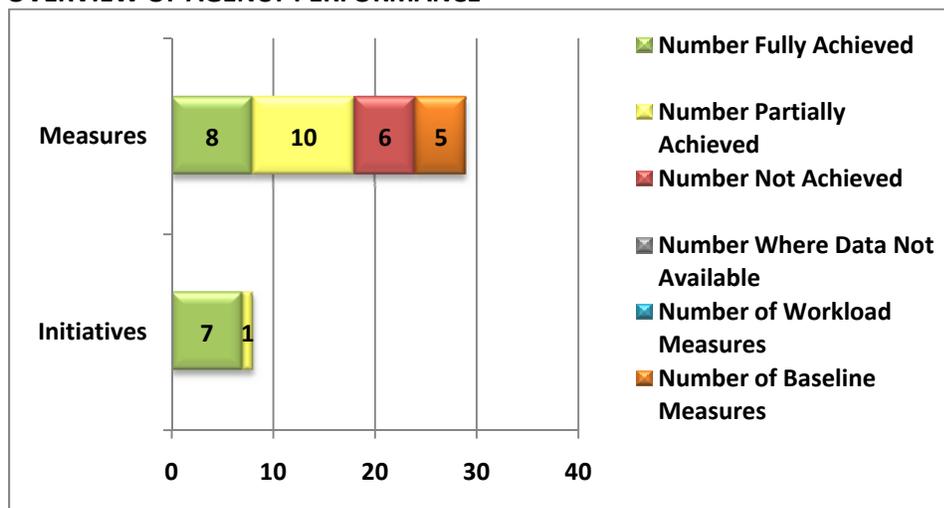
SUMMARY OF SERVICES

The Department of Public Works (DPW) provides municipal services to District residents and businesses in two distinct program areas: Solid waste management and parking enforcement. Behind the scenes, DPW's Fleet Management Administration supports all city services by procuring, fueling, and maintaining thousands of District government vehicles from sedans to heavy equipment.

ACCOMPLISHMENTS

- ✓ DPW received the CIO (magazine) Award for Sweepercam, which uses the license plate recognition system (LPRS) technology to capture images of vehicles parked during restricted residential street sweeping hours.
- ✓ DPW was ranked 8th of the top 40 jurisdictions by Government Fleet magazine for our implementation our green fleet programs, including the use of alternative fuel vehicles.
- ✓ We improved the process to alert the Metropolitan Police Department to stolen vehicles that received parking tickets to help the police more quickly locate stolen vehicles and return them to their owners.

OVERVIEW OF AGENCY PERFORMANCE





Performance Initiatives – Assessment Details

Performance Assessment Key:

- Fully achieved ● Partially achieved ● Not achieved ● Data not reported

SOLID WASTE MANAGEMENT ADMINISTRATION (SWMA)

OBJECTIVE 1: KEEP DC CLEAN. INCREASE THE CLEANLINESS OF THE DISTRICT'S RESIDENTIAL NEIGHBORHOODS, HIGH-VISIBILITY COMMERCIAL AREAS, GATEWAY CORRIDORS AND INDUSTRIAL ZONES.

- **INITIATIVE 1.1: Improve the street sweeping program.**
The street sweeping program was improved by establishing new routes and upgrading the route map for the entire street sweeping area. This improvement yielded resource efficiencies that allowed for more frequent sweeping in unsigned areas of the city.
- **INITIATIVE 1.2: Improve the quality of DPW-provided solid waste collections.**
The quality of DPW-provided solid waste collections was improved by utilizing a more comprehensive monitoring system to reduce the collection rate by 20%.
- **INITIATIVE 1.3: Increase recycling opportunities in the District.**
Recycling opportunities in the District were increased by highlighting missed opportunities in the commercial recycling arena. In FY 2010, enforcement of commercial recycling regulations increased by 49.4%.

PARKING ENFORCEMENT MANAGEMENT ADMINISTRATION (PEMA)

OBJECTIVE 1: PARKING. ENSURE PARKING OPPORTUNITIES FOR DISTRICT RESIDENTS, BUSINESSES AND VISITORS BY ENFORCING PARKING REGULATIONS.

- **INITIATIVE 2.1: Deter illegal parking on mechanical street sweeping routes.**
Illegal parking on mechanical street sweeping routes was deterred by utilizing SweeperCam – a mechanical street sweeper equipped with the License Plate Recognition System (LPRS). As a result, 98.9% of signed street sweeping routes were cleaned on schedule.
- **INITIATIVE 2.2: Implement License Plate Recognition System (LPRS) for timed parking enforcement.**
LPRS for timed parking enforcement was implemented as we added 10 LPRS equipped vehicles to the parking enforcement fleet. So far, the implementation has resulted in an 11% increase in the percent of timed enforcement blocks covered on a daily basis.
- **INITIATIVE 2.3: Open a short-term impoundment lot.**
A short-term impoundment lot was opened therefore allowing us to operate more resourcefully in clearing traffic routes. This yielded resource efficiencies allowing for a 24.3% increase in the number of vehicles towed by DPW cranes.



FLEET MANAGEMENT ADMINISTRATION (FMA)

OBJECTIVE 1: FLEET MANAGEMENT. ENSURE THAT AT LEAST 95% OF MISSION CRITICAL EQUIPMENT WILL BE AVAILABLE TO ALL AGENCIES, WHILE REDUCING THE ENVIRONMENTAL IMPACT OF THE DISTRICT'S FLEET.

- **INITIATIVE 1.1: Procure BioDiesel fuel for the District's fuel sites.**
BioDiesel fuel was procured for District fuel sites. Issues arose with the quality of the biodiesel provided causing the initiative to be halted, reassessed, and revamped for FY 2011.
- **INITIATIVE 1.2: Continue ASE apprentice program for high school graduates**
We have hired four apprentices into the program and they will begin taking courses at Montgomery College. This was the second full year of the program.

OFFICE OF THE DIRECTOR (OD)

OBJECTIVE 1: OFFICE OF THE DIRECTOR. EFFICIENTLY AND EFFECTIVELY MANAGE THE RESOURCES AND OPERATIONS OF THE DEPARTMENT.

There were not initiatives for this objective



Key Performance Indicators – Details

Performance Assessment Key:

● Fully achieved
 ● Partially achieved
 ● Not achieved
 ● Data not reported

	Measure Name	FY2009 YE Actual	FY2010 YE Target	FY2010 YE Actual	FY2010 YE Rating	Budget Program
SOLID WASTE MANAGEMENT ADMINISTRATION (SWMA)						
●	1.1 % of the District’s Gateways, commercial and residential areas rated “clean” or “moderately clean” ¹	90	95	90.76	95.54%	CLEAN CITY MGT
●	1.2 Tons collected from street cleaning activities (i.e., mechanical sweeping, alley cleaning, manual cleaning, litter cans, and carts)	19438	15625	17039	109.05%	SOLID WASTE COLLECTIONS AND REMOVALS
●	1.3 % of trash collection routes completed on the scheduled day	99.6	99.8	95.09%	104.96%	SOLID WASTE COLLECTIONS AND REMOVALS
●	1.4 Complaint rate for missed trash and yard waste collections per 10,000 residential collections	0.2	0.1	0.16	62.50%	SOLID WASTE COLLECTIONS AND REMOVALS
●	1.5 Cost per ton to collect trash and yard waste	0	75	\$169.20	44.33%	SOLID WASTE COLLECTIONS AND REMOVALS
●	1.6 % of residential recycling collection routes completed on the scheduled day	99.9	99.8	95.14%	95.33%	SOLID WASTE COLLECTIONS AND REMOVALS
●	1.7 Complaint rate for missed residential recycling collections	0.06	0.05	0.05	100%	SOLID WASTE COLLECTIONS AND REMOVALS

¹ The Clean City Ratings grade the level of cleanliness of the major corridors/interstate highways, high visibility communities, residential streets & alleys and industrial areas within the Wards on a scale of 1 to 4, with 1 being the best rating (clean) and 4 being the worst rating (hazardous).



	per 10,000 collections						
●	1.8	Cost per ton to collect recyclables	0	75	303.33	24.73%	SOLID WASTE COLLECTIONS AND REMOVALS
●	1.9	Residential recycling diversion rate ²	24.1	25	21.74%	86.97%	SANITATION SERVICES
●	1.1	% Sanitation enforcement requests resolved w/in 5 business days	95.15	95	69.79%	73.46%	ENFORCEMENT OF SANITATION REGULATIONS
●	1.11	% of bulk pickup requests collected on day of appointment	97.87	99	90.01%	90.92%	SANITATION DISPOSAL
●	1.12	Tons of household and bulk trash generated per total # of residents served by DPW ³	0	75	0.99		SANITATION SERVICES
PARKING ENFORCEMENT MANAGEMENT ADMINISTRATION (PEMA)							
●	2.1	Total # of parking tickets issued	1504689	1550000	1523443	98.29%	PARKING REGULATIONS AND ENFORCEMENT
●	2.2	Cost per ticket issued (measured by Personal Svcs \$/# of tickets)	0	0	13.81		SPECIAL RESEARCH
●	2.3	# of vehicles immobilized via booting	14144	20000	21586	107.93%	TOWING
●	2.4	% of Residential Parking Permit (RPP) blocks covered by daily enforcement	21.31	60	23.60%	39.34%	PARKING REGULATIONS AND ENFORCEMENT
●	2.5	% of reported abandoned vehicles on public space resolved within 5 business days	80.81	90	83.86%	93.18%	ABANDONED & JUNK VEHICLES

² The diversion rate represents the portion of total discarded materials collected by the Department of Public Works (DPW) that is diverted from disposal through recycling. It is calculated by dividing the weight of DPW collected recyclables by the weight of DPW collected refuse and recyclables.

³ Approximate number of residents served by DPW = ~ 103,000



●	2.6	# of tickets issued by License Plate Recognition System (LPRS) installed on mechanical sweepers	0	40000	108562		PARKING REGULATIONS AND ENFORCEMENT
●	2.7	# of stolen vehicle alerts sent to MPD	0	85	150		PARKING REGULATIONS AND ENFORCEMENT
●	2.8	% of call-in requests for Residential Parking Permit (RPP) enforcement responded to within 24 hours	99.17	98	95.02%	96.95%	PARKING REGULATIONS AND ENFORCEMENT
●	2.9	% of general enforcement requests responded to within 24 hours	99.48	98	94.47%	96.39%	PARKING REGULATIONS AND ENFORCEMENT
●	2.1	% of parking tickets upheld	0	95	97.96%	103.12%	PARKING REGULATIONS AND ENFORCEMENT
●	2.11	% of challenged parking tickets upheld by adjudication	0	4	46.21%	1155.21 %	PARKING SERVICES
●	2.12	# of vehicles towed by DPW tow cranes	30904	34000	34516	95.87%	TOWING
FLEET MANAGEMENT ADMINISTRATION (FMA)							
●	3.1	% of mission critical fleet maintained by DPW available for daily operations	100	95	96.60%	101.69%	FLEET MANAGEMENT
●	3.2	% citywide compliance with preventive maintenance appointments	76	90	66.74%	74.16%	FLEET MANAGEMENT
●	3.3	% of Agency preventive maintenance appointments in compliance	0	95	83.47%	87.86%	FLEET MANAGEMENT
●	3.4	% of light vehicle maintenance (excluding engine,	83.2	95	72.30%	76.10%	PARKING SERVICES



	transmission and body work) completed within 24 hours					
3.5	% of fleet using alternative fuel	0	0	20.25%		FLEET MANAGEMENT
3.6	% of mechanics with at least one ASE or professional certification	28	25	47.17%	188.68%	FLEET MANAGEMENT