

Department of Public Works FY2023

Agency Department of Public Works

Agency Code KTO

Fiscal Year 2023

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.

Strategic Objectives

Objective Number	Strategic Objective
1	Enhance District-wide fleet management systems and services to ensure timely and cost effective availability of vehicles while decreasing our fleet's environmental impact.
2	Ensure access to parking and improve public safety for residents, businesses, and visitors through effective enforcement of parking regulations and enhanced public information and communication about parking and safety.
3	Launch and implement effective strategies and programs designed to reduce waste, increase impact of recycling efforts, and support greater waste diversion.
4	Provide timely, effective, and ecologically sound waste management, snow removal, street and public space cleaning, and landscaping services to enhance cleanliness and safety for residents, businesses, and visitors of the District of Columbia.
5	Create and maintain a highly efficient, transparent, and responsive District government.

Key Performance Indicators (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY 2023 Target
1 - Enhance District-wide fleet management systems and services to ensure timely and cost effective availability of vehicles while decreasing our fleet's environmental impact. (4 Measures)					
Percent of Alternative Fuel Used	Up is Better	New in 2021	23.4%	20%	20%
Percent of vehicles under five year old	Up is Better	58.7%	49.7%	50%	50%
Percent of light vehicle maintenance completed within 48 hours	Up is Better	59.8%	57.8%	70%	70%
City-wide compliance rate with preventative maintenance appointments	Up is Better	79.2%	84.5%	60%	60%
2 - Ensure access to parking and improve public safety for residents, businesses, and visitors through effective enforcement of parking regulations and enhanced public information and communication about parking and safety. (3 Measures)					
Percent of Tickets Dismissed when Contested	Down is Better	0.2%	0.8%	3%	3%
Parking Enforcement General Service Requests Closed within Service Level Agreement	Up is Better	New in 2023	New in 2023	New in 2023	New in 2023
MPD 311 Safety Sensitive Service Requests (Parking Enforcement) closed within 24 hours	Up is Better	New in 2023	New in 2023	New in 2023	New in 2023
3 - Launch and implement effective strategies and programs designed to reduce waste, increase impact of recycling efforts, and support greater waste diversion. (3 Measures)					
Pounds of refuse (trash) collected per resident served per day	Down is Better	2.3	2.3	2.5	2.5
Residential Diversion Rate (percent of solid waste recycled, composted, and reused)	Up is Better	25%	23.9%	25%	25%
Residential Recycling Contamination Rate	Down is Better	New in 2022	New in 2022	New in 2022	No Target Set
4 - Provide timely, effective, and ecologically sound waste management, snow removal, street and public space cleaning, and landscaping services to enhance cleanliness and safety for residents, businesses, and visitors of the District of Columbia. (6 Measures)					
Percent of residential recycling collection routes completed on scheduled day	Up is Better	99.3%	97.7%	99.8%	99.8%
Percent of residential trash collection routes completed on the scheduled day	Up is Better	99.7%	98.6%	99.8%	99.8%
Percent of mowing/landscaping routes/locations completed as scheduled	Up is Better	90.8%	98.1%	85%	85%
Percent of Missed Trash Collection Households	Down is Better	New in 2021	1.4%	2%	2%
Percent of Missed Recycling Collection Households	Down is Better	New in 2021	2.1%	2%	2%

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY 2023 Target
Percent of Alley Cleaning Service Requests Completed within Service Level Agreement	Up is Better	65.3%	62%	85%	85%
5 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Measure)					
Total Number of Agency 311 Service Requests Closed within Service Level Agreements	Up is Better	New in 2023	New in 2023	New in 2023	New in 2023

Operations

Operations Title	Operations Description	Type of Operations
1 - Enhance District-wide fleet management systems and services to ensure timely and cost effective availability of vehicles while decreasing our fleet's environmental impact. (6 Activities)		
Operation of District fueling stations and procurement of fuel	Fuel services are provided to all District fleet and DPW acquires and tracks all fuel expended.	Daily Service
Administrative support of District fleet operations	Fleet administration handles management, software, and contracts and procurement for the fleet division.	Daily Service
Management of scheduled District fleet preventative maintenance	Scheduled fleet maintenance manages and operates the preventative maintenance of all District vehicles supported by DPW. Preventative maintenance is due for most vehicles every 6 months.	Daily Service
Management of unscheduled District fleet repairs	Unscheduled vehicle and equipment repairs manages and operates the ongoing maintenance of all District vehicles supported by DPW. They also manage warranty work and vendor work when necessary.	Daily Service
Manage District fleet consumables and parts	Fleet consumables tracks and buys asset parts and pieces.	Daily Service
Assist District agencies with vehicle acquisition	DPW assists agencies with vehicle acquisition and tracks vehicle age and repair history.	Daily Service
2 - Ensure access to parking and improve public safety for residents, businesses, and visitors through effective enforcement of parking regulations and enhanced public information and communication about parking and safety. (4 Activities)		
Management of Impound Lot	The impound lot stores and disposes of vehicles that have been towed for parking illegally or pose a safety threat.	Daily Service
Towing of abandoned and junk vehicles	Parking investigates and tows vehicles on public and private property when deemed abandoned.	Daily Service
Parking ticket writing and enforcement	To keep parking efficient, safe, and open to meters, citizens and tourists, parking enforcement officers ticket vehicles parked illegally.	Daily Service
Towing of parking violators	When vehicles are deemed dangerous or illegally parked for too much time, parking tows the vehicles to their impound lot.	Daily Service
3 - Launch and implement effective strategies and programs designed to reduce waste, increase impact of recycling efforts, and support greater waste diversion. (1 Activity)		
Management of waste diversion policy efforts	The Office of Waste Diversion researches and implements efforts to reduce the amount of waste going to landfills.	Daily Service
4 - Provide timely, effective, and ecologically sound waste management, snow removal, street and public space cleaning, and landscaping services to enhance cleanliness and safety for residents, businesses, and visitors of the District of Columbia. (9 Activities)		
Mowing and Landscaping	Solid Waste Management mows, trims, and cleans up the District's public grounds.	Daily Service
Snow Operations	DPW removes snow in 9 of 15 snow zones and manages the overall snow readiness and operational plan.	Daily Service
Waste diversion and disposal	Solid Waste Management manages the waste streams coming in from public areas, private citizens and special events to keep the District clean.	Daily Service
Waste and recycling collections	Solid Waste Management drives trucks to citizens' households to collect trash and recycling on a weekly or bi-weekly basis.	Daily Service
Public space cleaning	Solid Waste Management manages and removes trash from public litter cans and ensures sidewalks and public areas remain clean.	Daily Service
Bulk Collection	Solid Waste Management picks up private citizen's large waste item directly from their home and brings them to the waste transfer stations.	Daily Service
Management of waste transfer stations	Solid Waste Management oversees the waste transfer stations that consume the District's waste and collects and sorts the waste for landfills and recycling plans.	Daily Service

Operations Title	Operations Description	Type of Operations
Leaf collection	In the fall, Solid Waste Management tours throughout the city to collect citizen's leaves from their property.	Daily Service
Solid Waste Education and Enforcement (SWEEP)	SWEEP investigates potential sanitation disposal infractions and conducts training and education to inform the public about proper solid waste disposal.	Daily Service
5 - Create and maintain a highly efficient, transparent, and responsive District government. (4 Activities)		
Human Capital	The Human Capital team manages Human Resources and supports labor relations and employee development.	Daily Service
Communications, Branding, and Education	The Communications team runs the Clearinghouse for public information, supports community meetings and interactions, and creates informational flyers for DPW routine and special activities.	Daily Service
Office of Information Technology Services	OITS supports the entire agency with software acquisition and management as well as data management and analysis.	Daily Service
Process Improvement	The Organizational Effectiveness and Change Management Team within DPW have developed an agency-wide process improvement and "stat" program. This is designed to highlight areas of improvement across the agency, research, and draft recommendations for change.	Daily Service

Workload Measures (WMs)

Measure	FY 2020 Actual	FY 2021 Actual
1 - Management of scheduled District fleet preventative maintenance (1 Measure)		
Number of preventative maintenance appointments completed	2977	2524
1 - Management of unscheduled District fleet repairs (1 Measure)		
Number of unscheduled fleet repairs completed	22,434	15,577
2 - Parking ticket writing and enforcement (5 Measures)		
Number of Rapid Response 911 to 311 service requests	Not Available	Not Available
Number of Customer Service Calls Received in Parking Enforcement Call Center	92,706	84,877
Number of parking tickets issued	793,670	667,499
Number of Residential Parking Permit (RPP) Timings initiated by parking enforcement officials	1,077,649	507,391
Number of wanted vehicle alerts sent to MPD	6200	3183
2 - Towing of abandoned and junk vehicles (4 Measures)		
Number of Abandoned Vehicles Towed	New in 2023	New in 2023
Number of Abandoned Vehicle Investigations Completed	7465	9355
Number of vehicles immobilized via booting	3248	1160
Number of Vehicles Auctioned	1173	110
2 - Towing of parking violators (1 Measure)		
Number of vehicles towed	22,021	22,664
4 - Bulk Collection (2 Measures)		
Number of yard waste requests submitted	Not Available	Not Available
Number of bulk collection service requests	62,865	70,227
4 - Public space cleaning (2 Measures)		
Number of Alley Cleaning Requests Received	5812	5418
Tons of Mechanical Street Sweeping debris Collected	6377.1	15,220
4 - Waste and recycling collections (2 Measures)		
Tons of refuse (trash) collected	99,067.4	96,109.1
Tons of recycling collected	27,735.8	28,938.7
4 - Waste diversion and disposal (2 Measures)		
Number of residents dropping off waste at the transfer stations	94,317	56,352
Total Tons Processed through transfer stations	474,403.9	370,289