



Executive Briefing Memo - Special RichmondWorks Meeting, August 6, 2007

Date: August 3, 2007

Department/Division/Project: Public Works – Solid Waste Collection & Mowing

Purpose of Meeting:

The Department of Public Works will present:

- A plan to close out all late tickets for bulk refuse collection over the next two weeks. Late tickets are defined as those more than 30 days old as of August 1, 2007.
- An inventory of all properties for which the Department of Public Works is responsible for mowing and a schedule for mowing these properties in a timely fashion for the remainder of the summer.

Other Issues for Discussion:

The Department of Public Works has submitted materials detailing all open requests for bulk collection as well a schedule of mowing operations completed and scheduled for this summer.

Bulk Collection

1. Prior to the directive from the DCAO to define bulk collection as late after 30 days, what was the definition of a late request? What is the historical rate of late requests? What efforts have taken place to analyze late requests and reduce their numbers?
2. There are a total of 1307 open tickets city-wide. Of that amount, 441 or 33.7% have been open for 30 days or longer. Explain why such a high proportion of tickets take more than 30 days to complete.
3. Zone “A” has five tickets dating to March, nine tickets dating to April and 29 dating to May. Based upon your schedule, there have been at least four opportunities to close tickets dating back to March and April (May 7, June 4, July 2 and July 30.) For the 29 tickets dating to May, there have been opportunities to close them on June 4, July 2 and July 30.

Zone “B” has two tickets dating to April and there have been three opportunities to close the tickets (May 14, June 11 and July 9.)

Why is the bulk refuse/brush not being picked up and the tickets closed despite multiple opportunities to do so?

4. Data provided to RichmondWorks staff indicates that city-wide there are 441 open tickets aged 30 days or more. Zone "A" has 201 late tickets or 45.6% of all late tickets City-wide. Within Zone "A", Zip Code 23222 has 110 late tickets or 24.9% of all late tickets City-wide. What is the explanation for this data? What action is planned to improve the performance of Zone "A"?
5. When was the bulk collection routes last reviewed? What are criteria for review?
6. What is the timetable for Solid Waste Collection (including bulk & brush) to begin utilizing CityWorks?
7. The narrative provided to the DCAO on July 30 indicated that there were 1,498 bulk & brush tickets open. The Business Objects download provided to RichmondWorks staff indicates that there are 1,307 tickets open. What accounts for this discrepancy?
8. Which areas of the City generate the highest volume of requests for bulk/brush pickup? How often is this data reviewed?
9. What is process for arranging bulk collection? How do citizens know when to expect it?

Mowing

1. What is the total number of properties the Department of Public Works (DPW) is responsible for mowing?
2. Who manages the city wide mowing schedule?
3. How is the targeted mowing interval determined for each turf type?
4. How often are the turf type classifications for each property revised?
5. How does the 2007 actual mowing interval for turf type A and B properties compare to the targeted intervals of 7-12 days and 10-16 days respectively?
6. What are the mowing crew's activities when weather does not permit mowing?
7. How many vendors does the DPW contract with to provide mowing services? Who manages these contracts within DPW?
8. What quality control activities are undertaken by DPW to ensure the highest level of service delivery?

9. How many mowing hours are included in the ground maintenance program's proposed FY08 personnel budget of \$2,356,177 ?

10. What is the current utilization of inmate workers?