

# Richmond Works

Department of Public Works - Operations

March 6, 2008



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# Department of Public Works – Operations Presentation Agenda

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1. Challenges and Impediments to Success of Department
2. Potential Solutions to Challenges and Impediments
3. Measures Directly Related to Mayor’s Priorities
4. Measures Critical to Departmental Success
5. Status of Special Initiatives and Projects
6. Appendix (Departmental Overview, Organizational Chart and Performance Data)

# Department of Public Works – Operations Challenges & Impediments

- ◆ CRS Ticket Workload – Detours proactive approach to maintenance
- ◆ Other Departmental Responses
  - Richmond Police Department
  - Richmond Fire Department
  - Department of Recreation & Parks
  - Emergency Communication Responses
- ◆ Special Programs
  - Leaf Program
  - Bulk & Brush blitz cleanup
  - Winter Maintenance Season
  - Special Events Citywide

# Department of Public Works – Operations Challenges & Impediments (i)

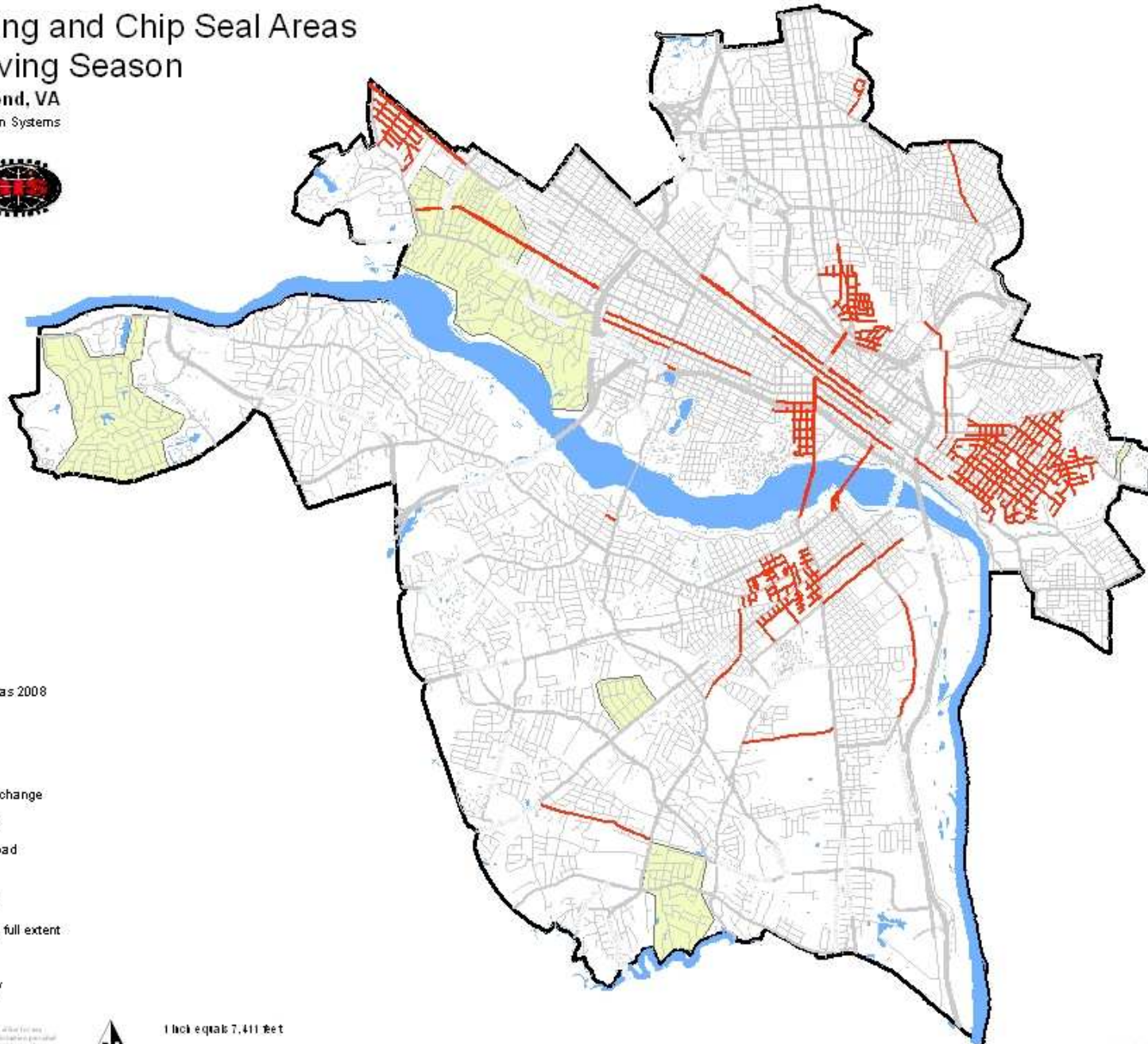
- ◆ **Budgetary Restraints**
  - Overtime Requirements – non-scheduled work during normal working hours
  - Equipment Issues
    - Lack of redundancy of critical equipment on time sensitive programs
- ◆ **Code Enforcement for Illegal Dumping**
  - Excessive Litter, Bulk & Brush

# Department of Public Works – Operations Potential Solutions to Challenges & Impediments

- ◆ CRS Ticket Workload
  - Establish planned maintenance schedules and place them on DPW website
- ◆ Special Programs
  - Leaf Program – reduce the quantity of cycles of the program
    - Reduces temporary labor cost as well as man-hours from Roadway Division
    - Encourage citizens to bag leaves and establish leaf bag collection zones
  - Bulk & Brush Blitz Cleanup – educate citizens on legal vs. illegal dumping
  - Special Events Citywide – establish budget line item for Special Events

# CIP Paving and Chip Seal Areas 2008 Paving Season

City of Richmond, VA  
Geographic Information Systems



## Legend

- CIP Paving
- Chip Seal Areas 2008

## Carriageways

### StreetType

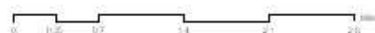
- Freeway
- Freeway Interchange
- Primary Road
- Secondary Road
- Ramp
- Private Road
- Street Labels, full extent

- WaterBody
- City Boundary

Disclaimer:  
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1 inch equals 7,411 feet

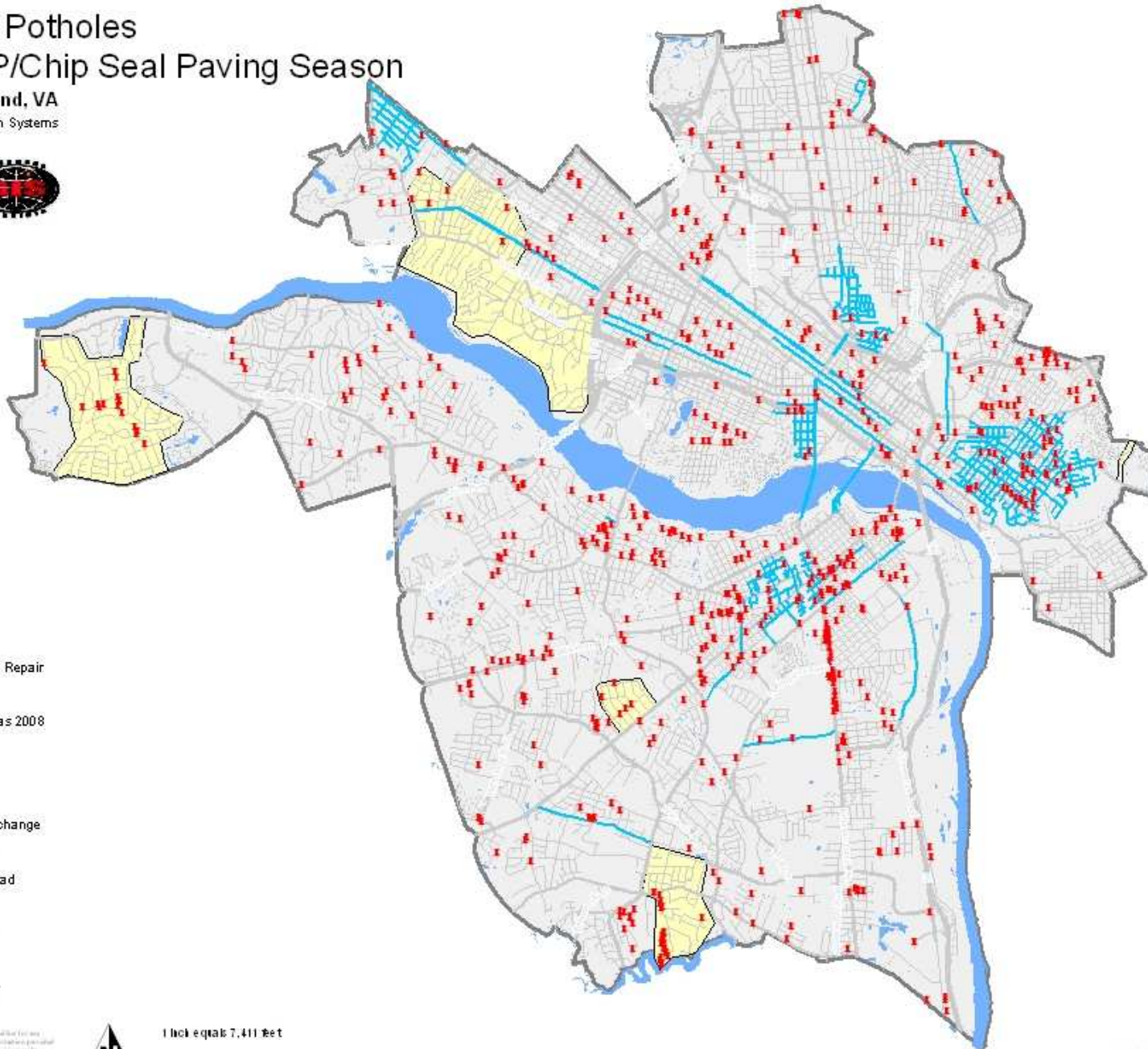


Map produced by geographics 2008-02-28  
Richmond, VA, City of Richmond, VA, City of Richmond, VA, City of Richmond, VA

# FY 2008 Potholes

## 2008 CIP/Chip Seal Paving Season

City of Richmond, VA  
Geographic Information Systems



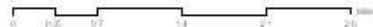
### Legend

- FY 08 Pothole Repair
- CIP Paving
- Chip Seal Areas 2008
- Carriageways
- StreetType**
- Freeway
- Freeway Interchange
- Primary Road
- Secondary Road
- Ramp
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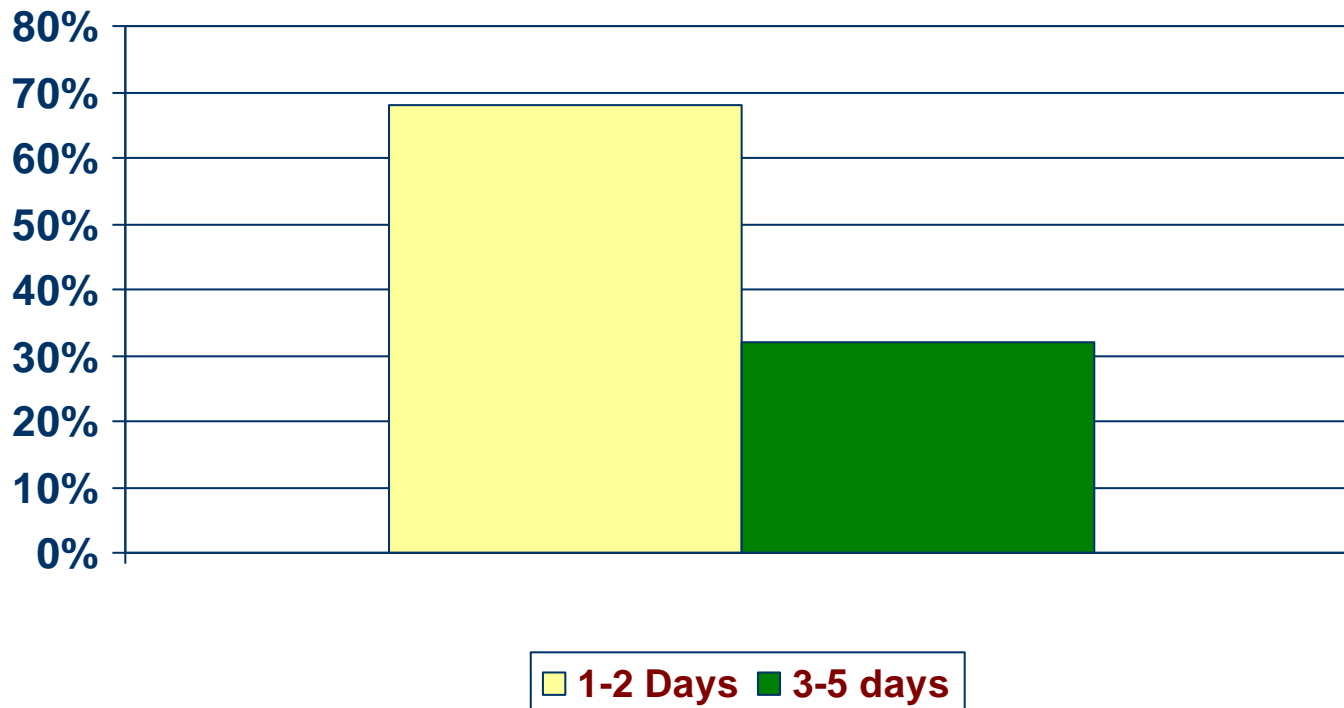
1 inch equals 7,411 feet



# Department of Public Works – Operations Measures & Results Related to Mayor’s Priorities

- ◆ **Measure:** Trash Misses
- ◆ **Relationship to Mayor’s Priorities:** This measure directly relates to the Mayor’s priorities concerning Public Safety and Customer Service.
- ◆ **Current Target & Results:** The current target for trash misses is 95% collected within 2 days. For FY08, 68.1% of missed trash collections were collected within 2 days and 32% within 3-5 days.
- ◆ **Issue(s) identified by Analysis:** In analyzing the data, we have found that there is a need to modify the schedules of at least one crew in order to be able to more rapidly respond to a trash miss complaint. Normal working hours for Solid Waste is 6:00AM-2:30PM.

# Department of Public Works – Operations Trash “Misses” - Time to Collection 2008 (Target = 95% completed within 2 days)



# Department of Public Works – Operations Measures & Results Related to Mayor’s Priorities

- ◆ **Measure:** Trash Misses continued
- ◆ **Action planned or taken:**
  1. A buffer truck is assigned to each unit whose responsibilities will include trash misses as well as keeping the unit on schedule
  2. A night crew was developed in April 2007 for basket routes, trash misses, as well as the business district.
  3. A new work crew will be established with the primary responsibility of handling trash misses.
- ◆ **Completion Date:** May 1, 2008
- ◆ **Responsible Party:** Bobby Vincent
- ◆ **Cost:** No additional cost are anticipated at this time.

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## Department of Public Works – Operations

### *Status of Special Ongoing Initiatives and Projects*

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- ◆ AVL – Automatic Vehicle Locator System
  - DIT has provided DPW with Alternatives
  - Next step is for DIT to host a demo with DPW
  - Final Step, DIT will work with DPW on selection of item
- ◆ Solid Waste Division is utilizing Cityworks for daily management of Bulk & Brush and Supercans
- ◆ Citizen Notification Campaign
  - Clean City Commission Coordinator Meetings on-going



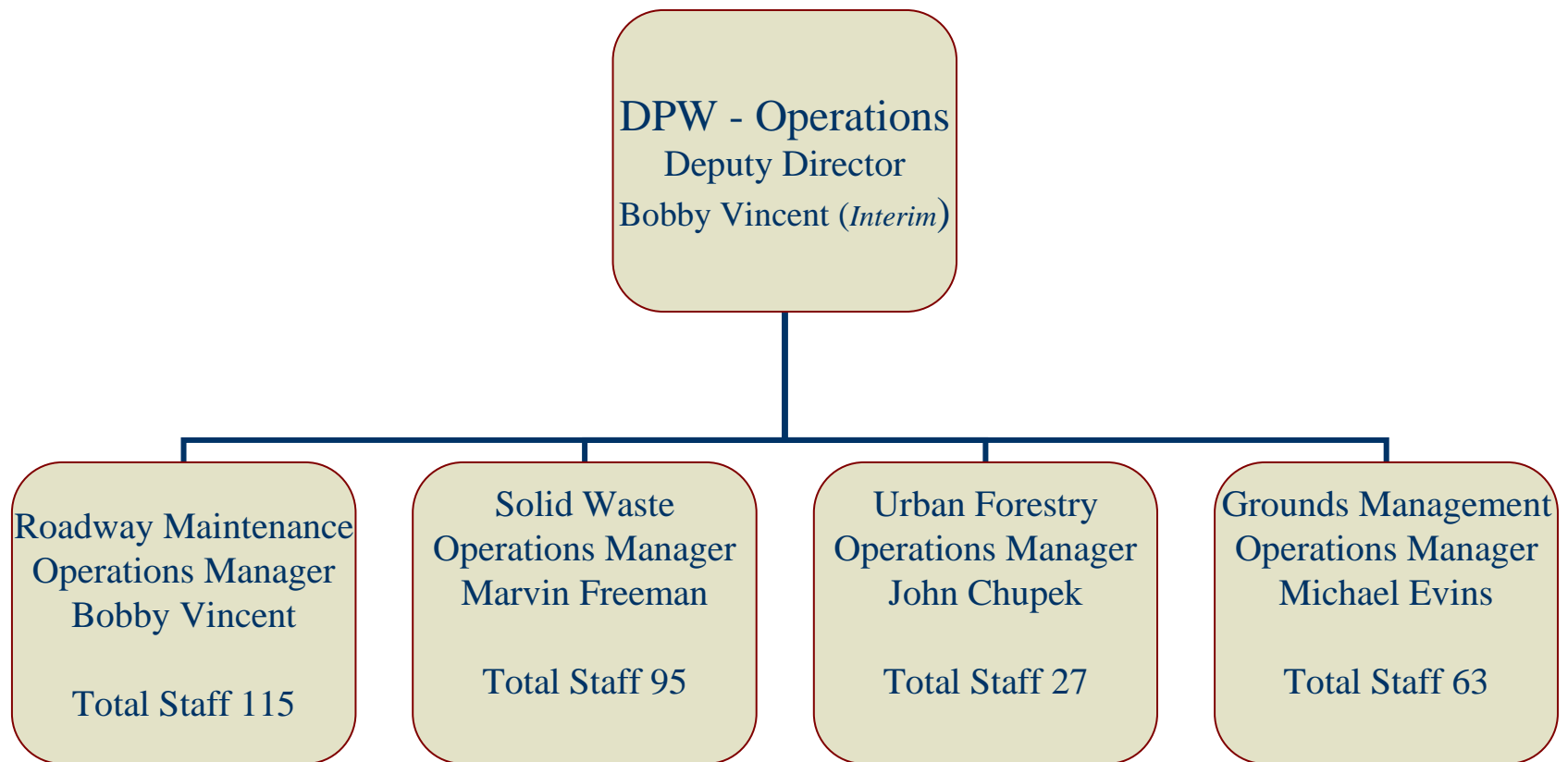
# Department of Public Works – Operations Appendix

# Department of Public Works – Operations

## Departmental Overview

- ◆ Director of Public Works, Rosemary Green (*Interim*)
- ◆ Deputy Director of Operations, Bobby Vincent (*Interim*)
- ◆ Roadway Maintenance – Asphalt, Sidewalk, & Alley Maintenance, and Surface Cleaning
- ◆ Solid Waste Division – Refuse Collection, Bulk & Brush, and Landfill Maintenance
- ◆ Urban Forestry – City Arborists and Tree Maintenance
- ◆ Grounds Maintenance – Vegetation control, Graffiti & Horticultural Services

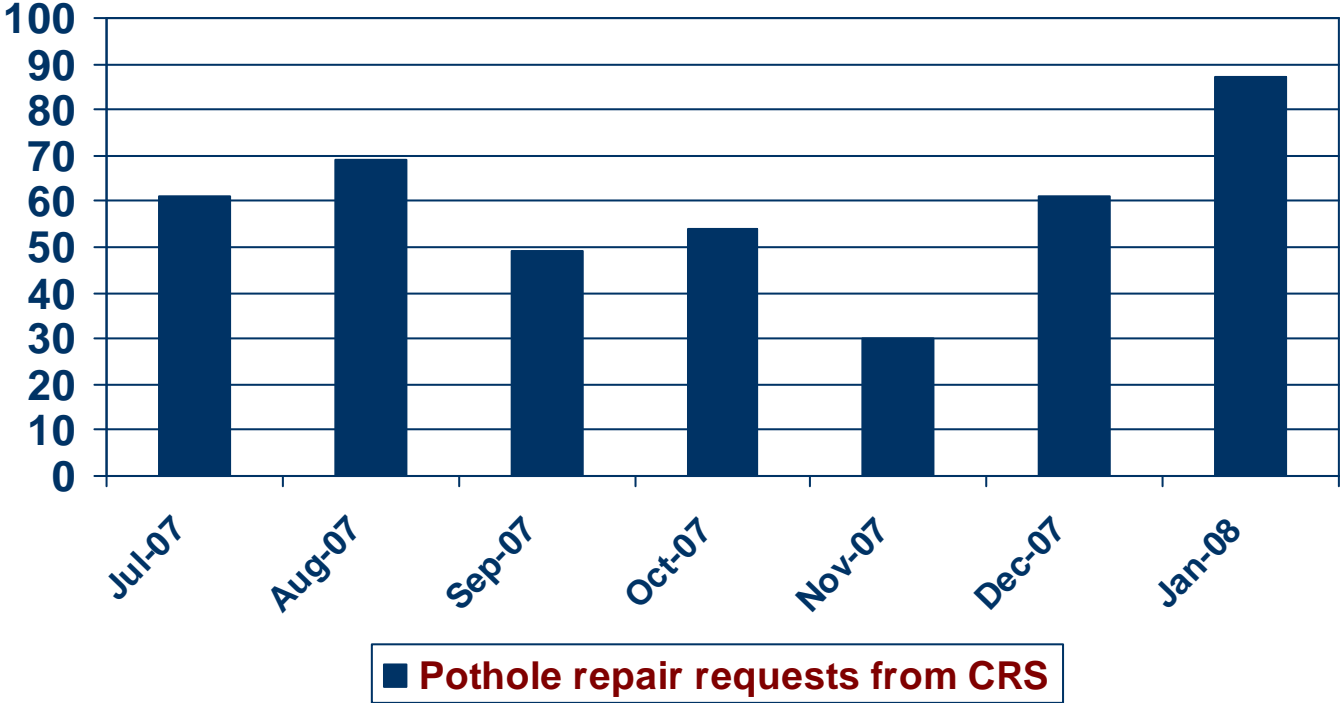
# Department of Public Works – Operations Organizational Structure



# Department of Public Works – Operations

## Pothole Maintenance 2008

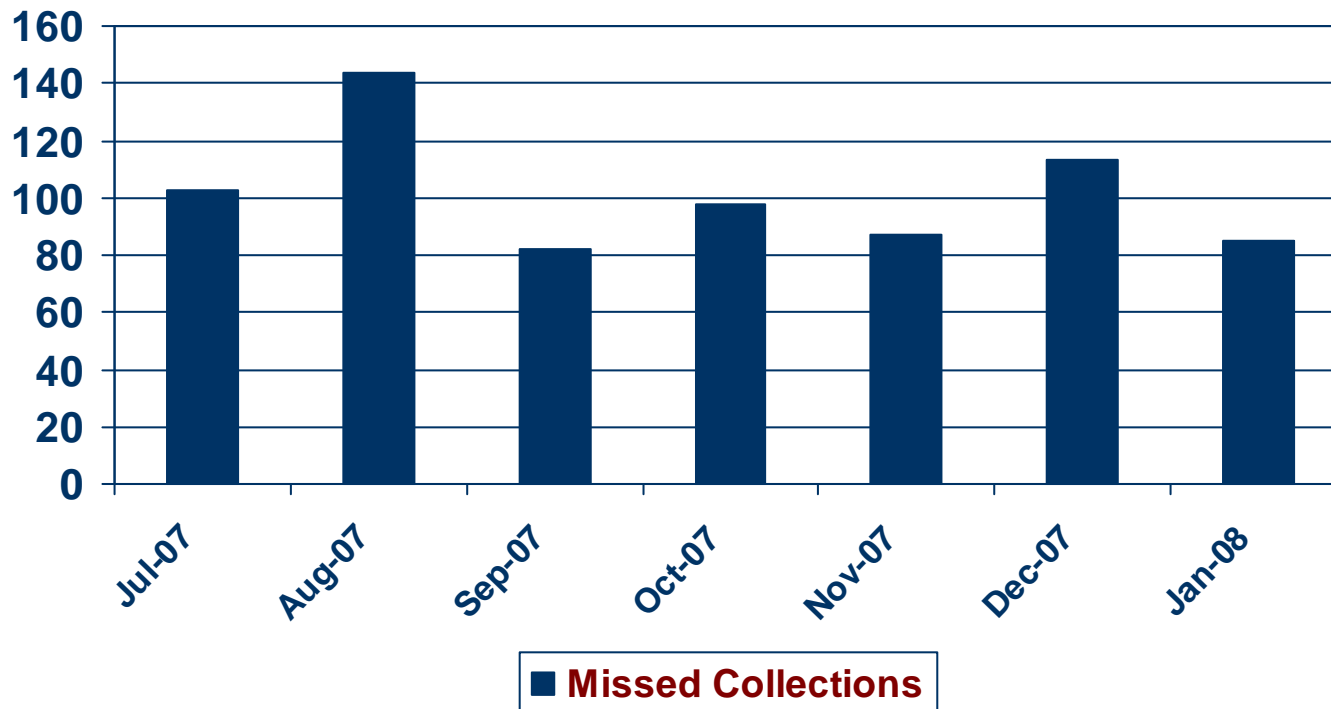
(Pothole Repair Requests by Month; Total 411)



# Department of Public Works – Operations

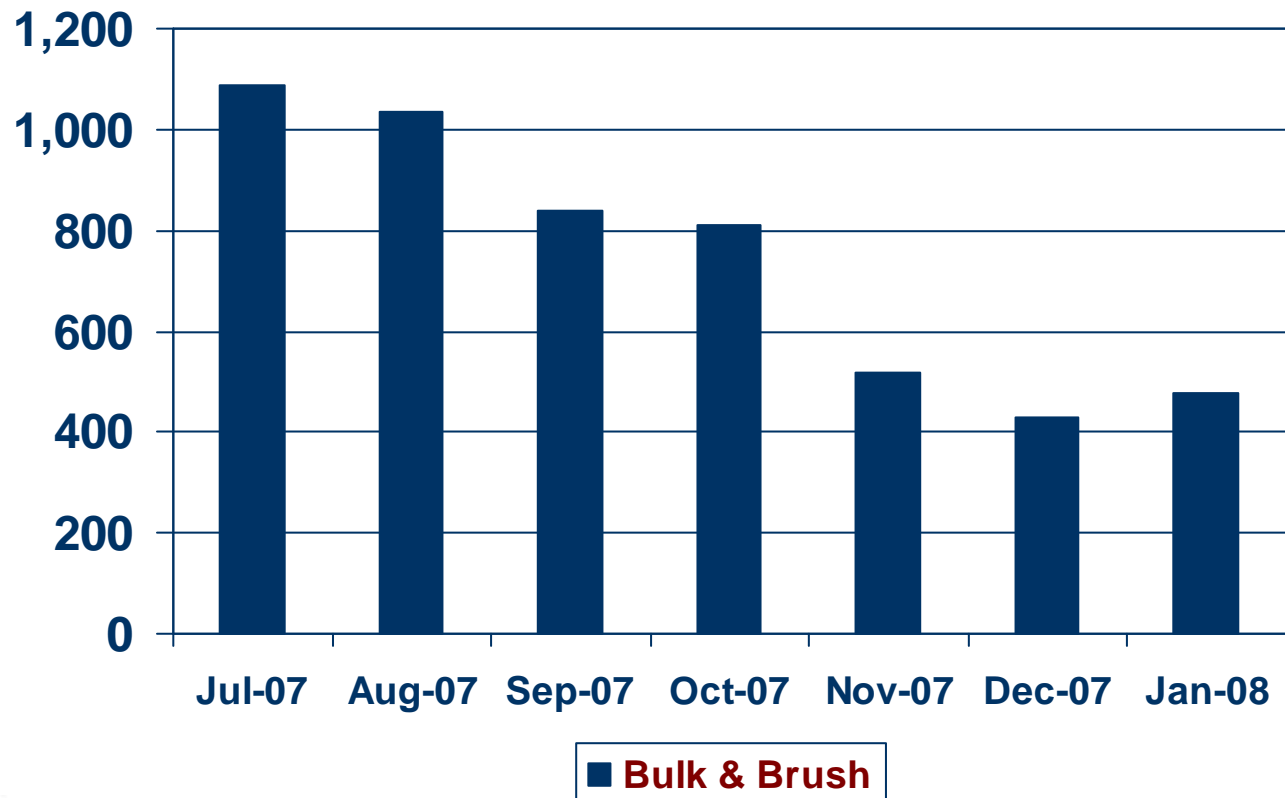
## Missed Trash Collections 2008

(Missed Trash Collection Reports by Month; Total 712)



# Department of Public Works – Operations Bulk & Brush Collection 2008

(Bulk/Brush Collection Requests by Month; Total 5,192)



Department of Public Works – Operations  
Bulk & Brush Collection Requests,  
Time to Completion FY 2008  
(Target = 90% completed within 30 days)

