

Public Works

Mission Statement

The Public Works Department is committed to providing the highest quality of timely, cost-effective, environmentally, and diversity sensitive management of solid waste, equipment, facilities, and energy programs.

Key Services

Solid waste collection services, facility maintenance, fleet management

Call Center Queue Wait Time

Target: 80%

YTD Average: 98%

Goal:

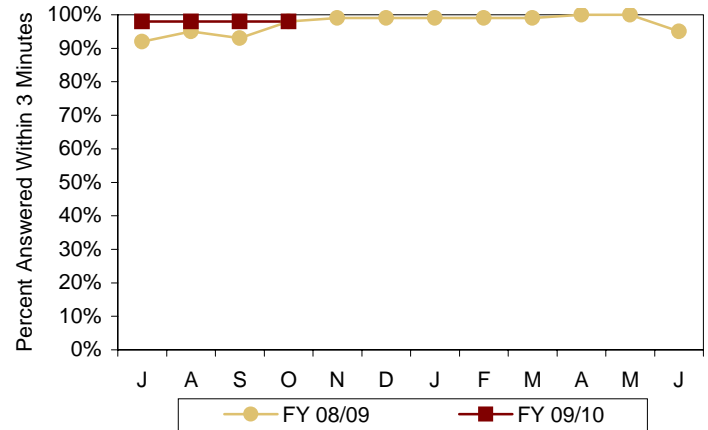
To ensure telephone calls to the Solid Waste Customer Service Call Center are answered in a timely manner

Target:

80% of calls answered in 3 minutes or less

Significance:

The Call Center regularly receives over 8,000 calls per month. The 3 minutes or less standard was established to maximize customer service and efficiency. Peak call periods may result in longer times.



Refuse and Recycling Collection Misses

Target: 0.59% max

YTD Percent: 0.35%

Goal:

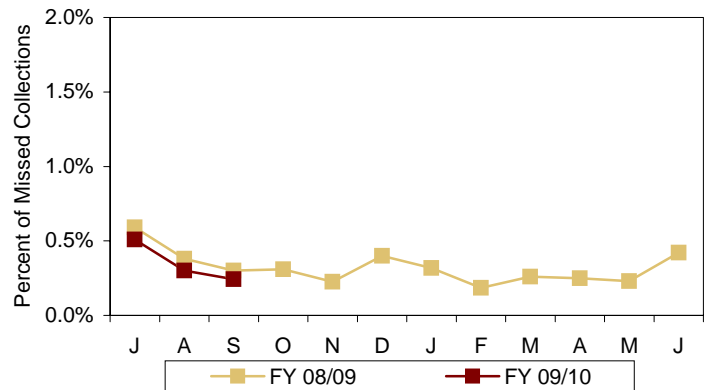
To limit the number of solid waste refuse/recycling collection misses

Target:

Not more than 0.59% of misses on average, for all service areas

Significance:

The number of collection misses is one component of a collection contractor's (city or private) monthly contract performance evaluation. The number of monthly misses allowed per service area is a fraction of the total number of living units in each area.



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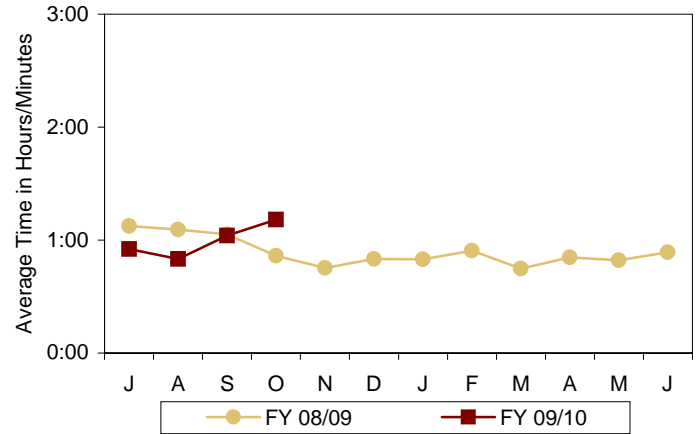
Emergency Facilities Response Time

Target: 2.5 hours **YTD Average: 0:59**

Goal:
To provide timely emergency facilities repair response to downtown & outlying facilities

Target:
Be on-scene in 2.5 hours or less

Significance:
The response standard seeks to minimize facility and/or equipment damage and down time at downtown & outlying facilities with a timely, on-scene staff response. Staffing levels may impact response times. (The municipal/ICMA standard is 4 hours or less).



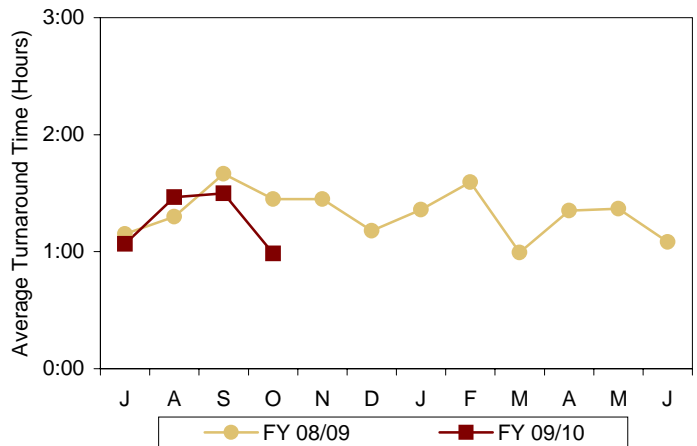
Quick Lube Turnaround Time

Target: 2 hours **YTD Average: 1:25**

Goal:
To ensure timely light duty quick lube service

Target:
2 hours or less

Significance:
Efficient light duty quick lube service minimizes vehicle downtime and service disruption. Program developed to keep turnaround times under 2 hours.



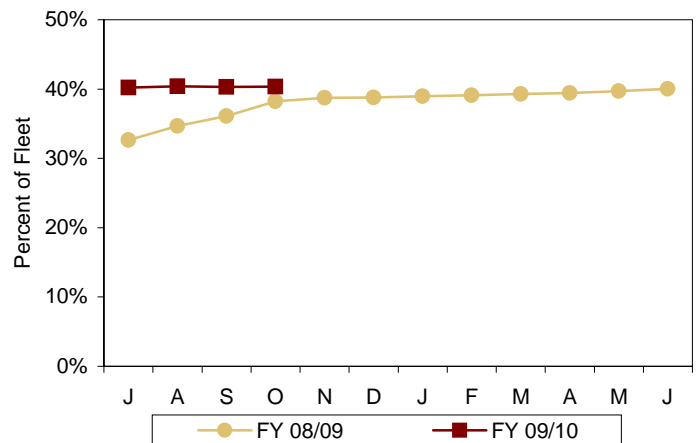
Vehicles Using Alternative/Clean Fuels

Target: 30% **YTD Average: 40%**

Goal:
To increase the percentage of vehicles utilizing alternative/clean-fuel in the Public Works fleet

Target:
30% or greater of the Public Works fleet

Significance:
Public Works is committed to diversifying its use of alternative/clean fuel by increasing the number of vehicles in the Public Works fleet utilizing alternative/clean fuel.



Alternative/Clean Fuel Used

Target: 50%

YTD Percent: 51%

Goal:

To maximize the total quantity of alternative/clean fuels used in the Public Works fleet

Target:

50% of total fuel used by PWD fleet

Significance:

Many vehicles are capable of using either petroleum or alternative/ clean fuels. This measure seeks to ensure alternative/clean fuels are being used in alternative/clean fuel-capable fleet vehicles. In November 2007, B20 Bio-diesel was introduced into the Public Works fleet.

