

# DPW Environmental Services Bulky Collection 2007



# Bulky Collection

## "Then" versus "Now"

- Prior to 2005, residents had to call for a "special" pickup
- Since April 2005, crews take up to 4 cu yards with regular weekly pickup
- Calls for Pickups:
  - 2004 117,000
  - 2005 52,000
  - 2006 47,400

# Service Delivery Changes

- Combined collection crews
- Project Clean & Green
- DPW handles DNS nuisance garbage
- DPW removes litter/garbage from City owned vacant lots









# Nuisance Garbage 2007

- DPW receives all DNS cleanups after due process has been served
- DPW crews or contractors remove litter within 3 days following due process (total time 8-10 days)
- DNS continues to handle notification, appeals and placing charges on tax roll



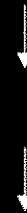
# DPW response time for Nuisance Garbage

Day 1 — Citation Issued

Day 2 — Letter to Owner

Day 9 — Re-inspection

Cleanup Order to Sanitation  
(removed within 3 days)



## Summary of Response Times for Bulky Pickup Service Requests

### January 1, 2007 - April 20, 2007

Division	Service	Total	Resolved	Avg Res	Max Res
Sanitation	Skid Referral, >4 c.y.	5484	5,402	003d 16h 56m	033d 22h 48m
Sanitation	Skid Referral, Apts	517	515	003d 17h 01m	023d 06h 30m
Sanitation	Sp Pickup: Brush: <4 c.y.	1126	1,056	002d 07h 03m	015d 05h 06m
Sanitation	Sp Pickup: Const Mat: <2cy	444	441	002d 19h 38m	033d 21h 35m
Sanitation	Sp Pickup: Tires <5	334	332	003d 15h 00m	047d 04h 31m

### January 1, 2006 - December 31, 2006

Division	Service	Total	Resolved	Avg Res	Max Res
Sanitation	Skid Referral, >4 c.y.	19482	19,482	004d 16h 37m	083d 06h 45m
Sanitation	Skid Referral, Apts	1684	1,684	004d 18h 08m	028d 03h 11m
Sanitation	Sp Pickup: Brush: <4 c.y.	19024	19,024	005d 09h 39m	028d 16h 01m
Sanitation	Sp Pickup: Const Mat: <2cy	2754	2,754	003d 14h 14m	032d 21h 36m
Sanitation	Sp Pickup: Move-Out/Clean-Out	1482	1,482	001d 14h 27m	013d 19h 46m
Sanitation	Sp Pickup: Tires <5	1110	1,110	004d 13h 51m	036d 18h 23m

# DPW Response Times for Bulky Pickup Requests

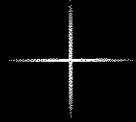
Call Center data from 01/01/06 - 12/31/06

	requests resolved within 10 days	%	requests exceeding 10 days	%	Total requests resolved
Skid Referrals	17,282	88.71%	2,200	11.29%	19,482
Skid Referrals, Apts	1,505	89.37%	179	10.63%	1,684
Brush	16,993	89.32%	2,031	10.68%	19,024
Tires	993	89.46%	117	10.54%	1,110
Construction Debris	2,543	92.34%	211	7.66%	2,754
Totals/Avg %	39,316	89.25%	4,738	10.75%	44,054

# DPW Response Times for Bulky Pickup Requests

Call Center data from 01/01/07 - 04/20/07

	requests resolved within 10 days	%	requests exceeding 10 days	%	Total requests resolved
Skid Referrals	5,175	93.87%	338	6.13%	5,513
Skid Referrals, Apts	490	94.78%	27	5.22%	517
Brush	1,087	99.27%	8	0.73%	1,095
Tires	311	92.56%	25	7.44%	336
Construction Debris	421	95.03%	22	4.97%	443
Totals/Avg %	7,484	94.69%	420	5.31%	7,904



- San Inspectors proactively enforcing nuisance garbage & cart violations
- Crews are reporting skid loader referrals, brush piles, and DNS violations to districts for follow-up
- Overall cleanliness of Milwaukee is our priority