

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 services, facility maintenance, fleet management and Engineering and Architectural Services.

Call Center Queue Wait Time

Target: 80%

YTD Average: 83%

Goal:

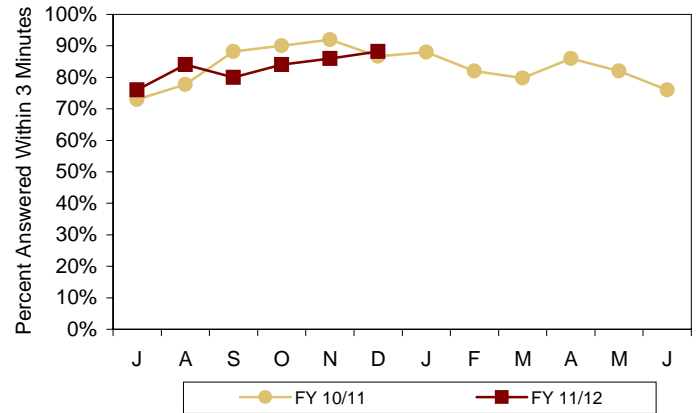
To ensure telephone calls to the Solid Waste Customer Service Call Center are answered in a timely manner

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: 0.18%

Goal:

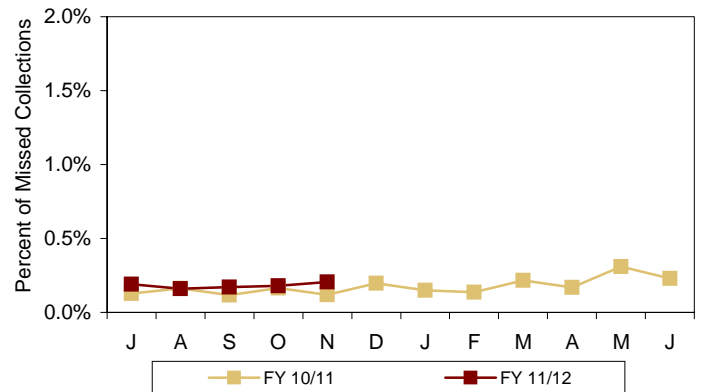
To limit the number of solid waste refuse/recycling collection misses

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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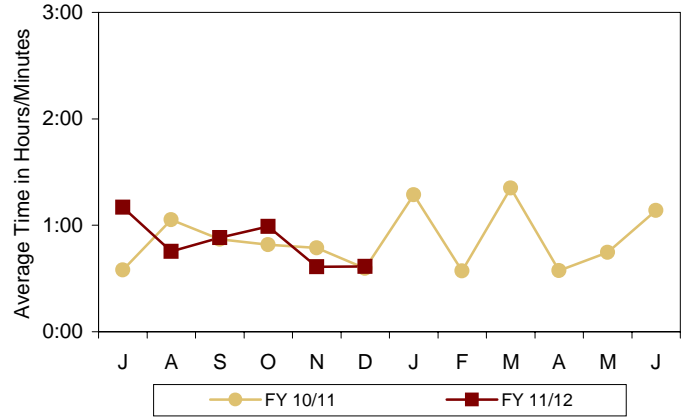
Emergency Facilities Response Time

Target: 2.5 hours	YTD Average: 0:50
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Goal:
To provide timely emergency facilities repair response to downtown and 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.)



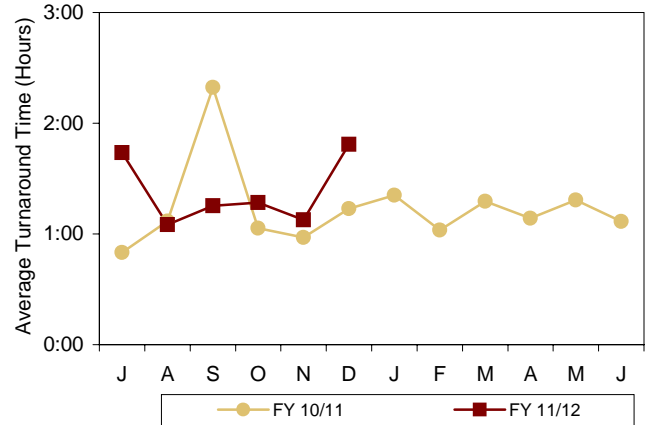
Quick Lube Turnaround Time

Target: 2 hours	YTD Average: 1:22
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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.



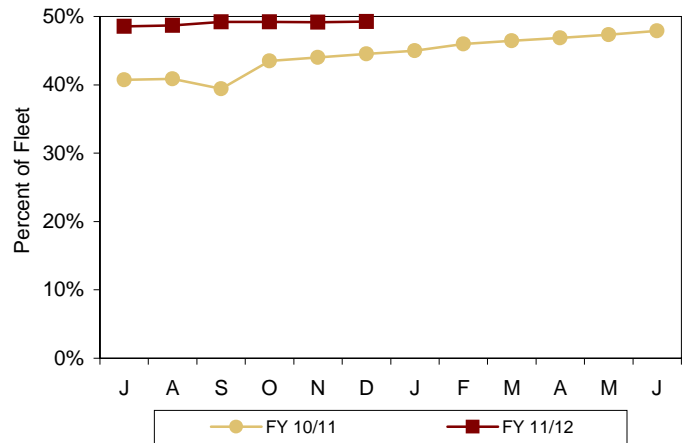
Vehicles Using Alternative/Clean Fuels

Target: 30%	YTD Average: 49%
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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 Public Works 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.

