



Dunwoody *
* Smart people – Smart city

DeKalb County Sanitation

Progress Report Presentation

Sanitation Pilot



Lee May
Interim CEO

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Sanitation Pilot Project Team



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Anthony Moore

Alma Whitfield

Darron Allen

Mekel Blackwell

Ernest Sandiford

Anthony

Kitchens

James Leonard

Gordon Kenna



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Dunwoody Fourth of July Parade



DeKalb Sanitation Mission

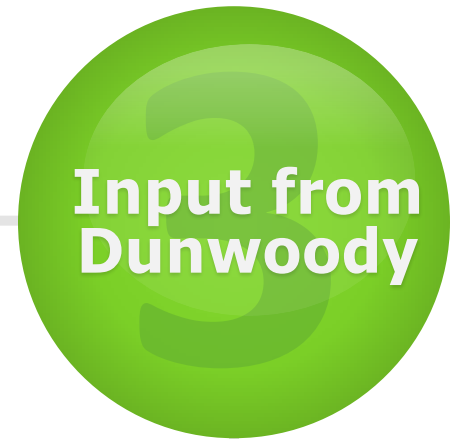
“The Sanitation Division strives to facilitate cost effective, timely and sustainable solid waste collection and disposal services; aiming to ensure an aesthetically pleasing community for the residents and commercial entities to work, live or play.”



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Order of Presentation



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Priorities

Employee Safety

Simplification for the Customer

More Efficient Operations

Improved Community Look and Feel

Increased Recycling Rates



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Sanitation Pilot Overview

Highlights

- ❑ 3 Months
- ❑ 28,000 Households
- ❑ Same Day Collection (Recycling Day)
- ❑ Pilot Households Receive 65 Gallon Carts for Garbage (Green)
- ❑ 9 Pilot Areas Covering Portions
 - ❑ All Commissioner Districts
 - ❑ Brookhaven*, Chamblee, Dunwoody & Lithonia



Response from Customers

Anecdotal Evidence Highly Positive

- ❑ **11,000 Calls on the Pilot through May**
 - ❑ **< 3% of participants called or emailed**
 - ❑ **6,900 Informational (Am I in, when will it start) April**
 - ❑ **Calls Dropped Sharply in May**
 - ❑ **4,000 calls for all Other Items**
 - ❑ **210 Opt Out Requests**
- ❑ **141 New Recycling Subscription Requests***
- ❑ **Cart storage (limited private parking & or covenant issues)**



Potential Cart Sizes



35 Gallon



45 Gallon



65 Gallon



95 Gallon

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Upcoming Activities

**Pilot Employee Survey/Listening
General Sanitation Employee Survey
Analysis of Routes
Customer Survey**



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Analysis Measures

Fleet Maintenance Review of equipment

- ❑ Performance
- ❑ Efficiencies
- ❑ Challenges



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Analysis Measures

- Elected officials inquiries
- Customer Service inquiries/reports
- Fleet Maintenance reports
- Employee survey & feedback (June 20/July)
- Customer survey (July)
- Supervisor and inspector reports
- Field observations



Final Report Structure

- ❑ **Executive Summary**
- ❑ **Customer Survey Information Specific to Dunwoody**
- ❑ **Summary of Entire Service Area**
- ❑ **Recommendations**



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- General Sentiment on Pilot**
- Concerns**
- Questions**
- Additional information Requests**



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