

DEPARTMENT OF THE ENVIRONMENT

COLLECTIONS OVERHAUL ROLLOUT OVERVIEW



PUBLIC OUTREACH AND EDUCATION

ROLLOUT SCHEDULE

Week of...	Comp?	Activity
Feb 29	✓	Website, FAQ, and Factsheet posted
March 22	✓	Council Vote
March 28	✓	Social Media Campaign
April 4	✓	Mailer to residents
April 18	✓	First doorhanger
April 25	✓	Second doorhanger
May 2	✓	New schedule begins
June	✓	Toter distribution begins

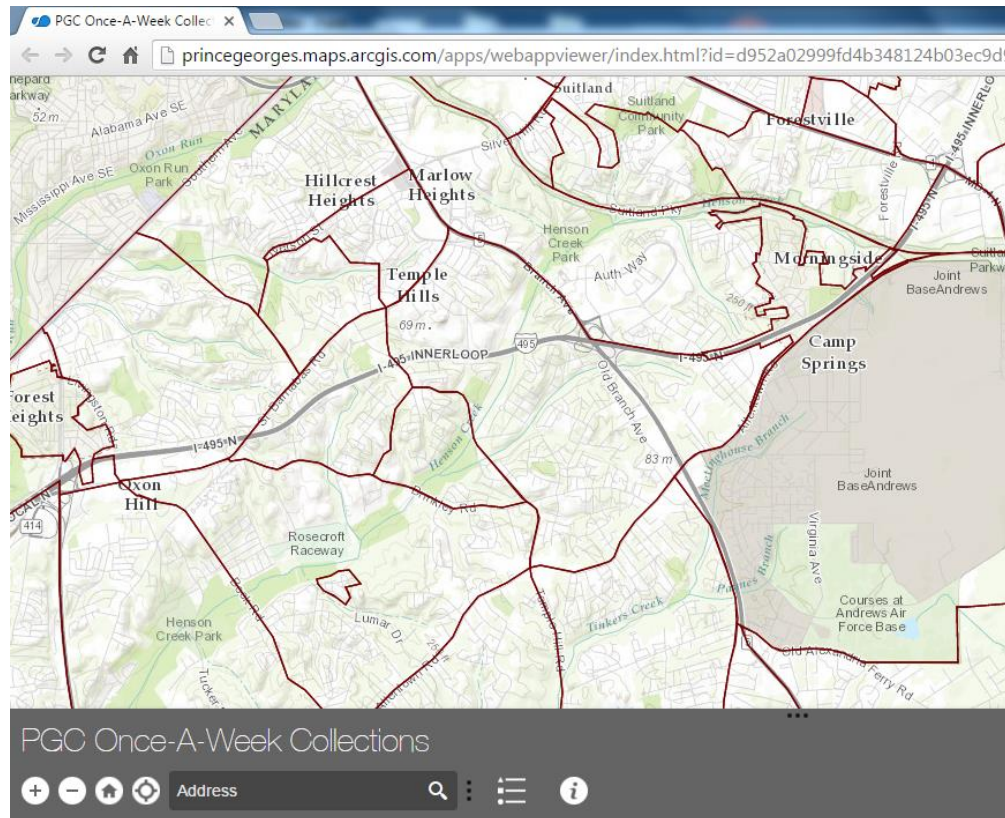


TOTER DISTRIBUTION ON SCHEDULE

- June – September: Inside the beltway
- September – December: Outside the beltway
- Moving geographically starting from highest density service clusters

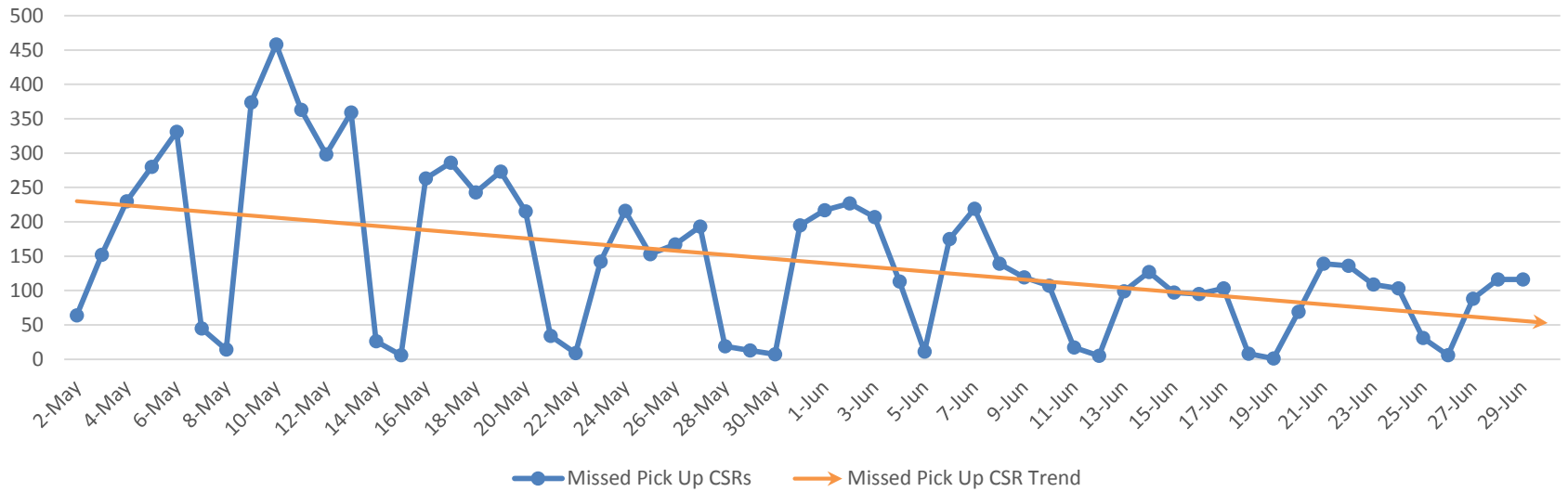


PUBLIC OUTREACH AND EDUCATION LOOKUP TOOL – MORE THAN 25,000 VISITS



SERVICE REQUESTS HAVE BEEN DECREASING

Missed Pick Up CSRs



SERVICE REQUESTS

VALID COMPLAINT RATES

Total valid complaint rate comparison:

May 2016

- 1,323 valid complaints
- Divided by 163,000 homes = .8%

May 2015

- 504 valid complaints
- Divided by 163,000 homes = .3%



FINE STRUCTURE

Old system:

Failure to clear a missed collection in a Service Area within four hours or if notified after 4:00 p.m., if after, by noon the next day	\$40/incident/location/day
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New system:

Failure to clear a missed collection in a Service Area within four hours or if notified after 4:00 p.m., if after, by noon the next day	\$100/incident/location/day
Failure to clear a missed collection in a Service Area on more than two separate months in a calendar year	\$250/incident/location/day for the remainder of the calendar year
Failure to clear a missed collection in a Service Area on more than four separate days in a calendar year	\$500/incident/location/day for the remainder of the calendar year



AGENCY ACTIONS TAKEN

OVERSIGHT AND RESPONSIVENESS

- Authorized evening and weekend overtime for collections inspectors to validate complaints and follow up with haulers
- Detailed inspectors from recycling section to increase staffing
- Met with haulers regularly to address deficiencies
 - Staff level reporting daily
 - DCAO and Director level as needed
- Reviewed corrective action plans
- Levied fines after grace period (beginning June 1):
 - 463 violations totaling \$46,600 to date



PUBLIC OUTREACH AND EDUCATION PRESENTATIONS ONGOING

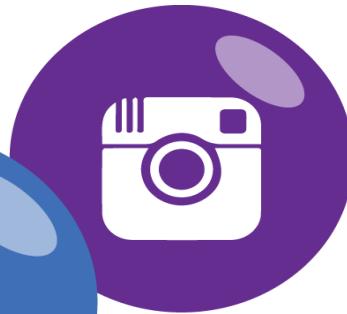


ONGOING COMMUNICATIONS

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