



DPW 2023 Lookback

The Department of Public Works (DPW), is one of the Districts largest agencies which provides environmental services/solid waste management and parking enforcement for the District of Columbia. DPW significantly contributes to making District streets and public spaces clean, safe, attractive, and accessible.

1,441
TOTAL
EMPLOYEES

SWMA Total Employees 901

PEMA Total Employees 331

Fleet Total Employees 116

PEMA

Parking Enforcement
Management Administration

Ticket Count: 1,303,207
Ticket Value: \$75,683,915
Vehicles Booted: 6,699

SNOW

The District Snow Team is led by DPW to keep the streets and roadways clears.



SWMA

DPW's Solid Waste
Management Administration
daily operations

- Trash and Recycling Collection
- Sanitation Enforcement
- Graffiti Removal
- Public Litter Can Service
- Fall Leaf Collection
- Street and Alley Cleaning

FY23 collection totals:

221,927.47 Tons of Trash collected
41,384 Tons of Recycling collected
200.89 Tons of Debris removed

SWEEP

21,630 citations issued

FLEET

- DPW manages more than 3K+ fleet assets across the District that keep the city moving, clean, and safe.
- DPW has procured 247 Electric Vehicles to advance Electrification efforts

Innovation Enhancements

The Curbside Composting Pilot Program launched in August 2023 to provide food waste collection services to approximately 9,000 households. The Curbside Composting Pilot Program allows the District to divert food waste from landfill and incineration, provide accessible composting services to residents, mitigate rodent activity, and determine the feasibility of expanding curbside food waste collection to all DPW-served households.

A resident from Ward 7 stated "I have been wanting to compost for years but just never could get myself together to begin collection on my own and bring it to the city's drop-off locations. I really hope home collection will go a long way in increasing composting around the city. I'm very grateful for your efforts!"

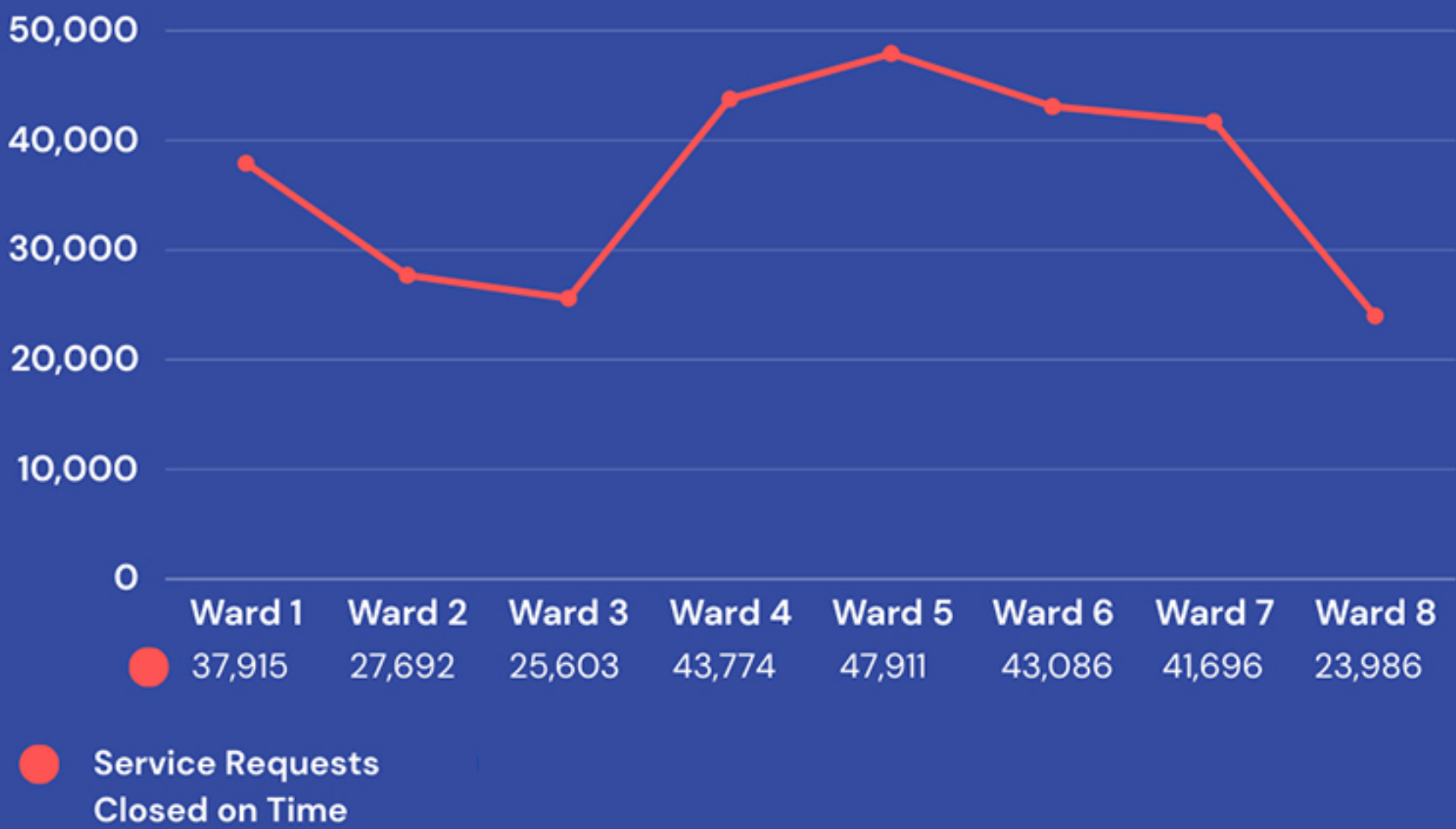
Benning Road Transfer Station

DPW has started the process of designing and building a Zero-waste campus to replace the Benning Road Transfer Station that was destroyed by a fire in 2021. The campus will consolidate and transfer waste, support safe, efficient and resident-friendly waste diversion activities such as waste reduction, materials reuse, recycling and composting activities.

Unified Communication Center

DPW launched the Unified Communication Center, a new customer service pilot that is focused on providing efficient and timely responses to all requests. DPW directed all calls to one centralized phone line and provided training to all representatives on customer service fundamentals, call de-escalation, and agency-wide operations for proper triage and dissemination of requests.

TOTAL NUMBER OF DPW 311 SERVICE REQUEST: 292,819



Closed Requests by Ward

- Ward 1 – 86% of 37,915
- Ward 2 – 83% of 27,692
- Ward 3 – 83% of 25,603
- Ward 4 – 81% of 43,774
- Ward 5 – 83% of 47,911
- Ward 6 – 86% of 43,086
- Ward 7 – 82% of 41,696
- Ward 8 – 80% of 23,986