

Unless otherwise indicated, all data requests are for FY24 and FY25, to date.

Council of the District of Columbia
COMMITTEE ON PUBLIC WORKS & OPERATIONS
1350 Pennsylvania Avenue, NW, Washington, D.C. 20004
Department of Public Works 2025 Performance Oversight
Post-Hearing Questions

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SWMA

1. Regarding illegal dumping service requests and citations, please provide the information outlined in the tables below:

See below for illegal dumping service request data by ward.

FY2023				
	Number of Service Requests for illegal dumping	SRs closed within SLA window	SRs closed with no action/work order*	Citations issued for illegal dumping**
Ward 1	3144	3021	13	25
Ward 2	1279	1225	1	9
Ward 3	340	324		2
Ward 4	1814	1142	3	6
Ward 5	3188	2772	17	14
Ward 6	1717	1470	11	12
Ward 7	2782	2135	25	49
Ward 8	1730	1229	2	14
TOTAL	15,994	13,318	72	131

*DPW is working to improve closure comments and is in process of updating the SR for illegal dumping to more accurately track this metric. At this time, this number is generated from a manual analysis of case comments which include variables of “no action” and “nothing found”.

**In order to issue a citation for illegal dumping the Inspector needs at least two pieces of evidence with identifiable information, which can be difficult, hence why the number of citations is a small proportion of the total service requests entered by residents.

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FY2024				
	Number of Service Requests for illegal dumping	SRs closed within SLA window	SRs closed with no action/work order*	Citations issued for illegal dumping
Ward 1	2992	2388	23	29
Ward 2	1295	1182	11	2
Ward 3	389	367		0
Ward 4	1730	1197	15	0
Ward 5	3422	2835	39	16
Ward 6	1817	1727	18	7
Ward 7	2480	1795	62	21
Ward 8	1515	966	65	14
TOTAL	15,640	12,457	233	89

*DPW is working to improve closure comments and updating the SR for illegal dumping to more accurately track this metric. At this time, this number is generated from a manual analysis of case comments which include variables of “no action” and “nothing found”.

FY2025 (as of March 17, 2025)				
	Number of Service Requests for illegal dumping	SRs closed within SLA window	SRs closed with no action/work order*	Citations issued for illegal dumping
Ward 1	1377	1036	25	34
Ward 2	592	451	2	1
Ward 3	216	132	3	2
Ward 4	1033	672	25	10
Ward 5	1672	1247	28	8
Ward 6	838	713	31	4
Ward 7	1472	1048	51	18
Ward 8	842	491	21	5
TOTAL	8042	5790	186	82

*DPW is working to improve closure comments and updating the SR for illegal dumping to more accurately track this metric. At this time, this number is generated from a manual analysis of case comments which include variables of “no action” and “nothing found”.

2. How many illegal dumping cases were dismissed by OAH?

Solid Waste Education and Enforcement Program (SWEET) management is implementing processes to better identify Office of Administrative Hearing (OAH) key performance indicators and workload measures which include the number of cases

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dismissed according to each section of the DCMR. This will require strengthening our internal QA/QC efforts to determine if a case was dismissed as a result of DPW's work or based on the Administrative Law Judge (ALJ). Our goal is to ensure we identify and resolve all DPW concerns prior to engaging with OAH to address dismissals and other cases. Starting in FY26, SWEEP will begin engaging with OAH to schedule meetings concerning enforcement changes to improve adjudications.

NUMBER OF ILLEGAL DUMPING CASES DISMISSED BY OAH	
FY2024	60
FY2025	--
TOTAL	60

3. How frequently does the Department meet with relevant Administrative Law Judges at OAH to discuss evidentiary issues or changes to enforcement that improve adjudications?

DPW OGC is currently attending the Office of Administrative Hearings Advisor Committee Quarterly Meetings. We are working internally to develop and train our staff, improve our operational processes, and increase QA/QC and data tracking. Our goal by the start of FY26 is to better identify concerns and issues and have an increased understanding of root cause.

4. What must transpire for DLCP to revoke a business license due to illegal dumping violations? Is DPW informed of when this occurs? If so, how many such instances were there between FY23 and present?

DPW cannot speak on DLCP's behalf, but we will reach out to them to establish a working relationship around addressing illegal dumpers that we find are businesses licensed in the District.

5. How many unique camera deployments were there by SWEEP? If information on exact deployment locations is available, please provide as an attachment.

SWEEP currently has 38 cameras deployed throughout the District. In addition to SWEEP cameras, MPD has an additional 30+ trail cameras that the SWEEP Environmental Crimes Unit (ECU) can access. SWEEP collaborates with MPD to gather information related to illegal dumping, graffiti violators, and other investigative matters. Please note the number of cameras in circulation can vary due to theft and vandalism. To protect SWEEP's investigative efforts, SWEEP does not provide exact camera locations as a measure to protect the integrity of investigations.

WARD	NUMBER OF CAMERAS DEPLOYED
Ward 1	2
Ward 2	0
Ward 3	0
Ward 4	2

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Ward 5	13
Ward 6	4
Ward 7	11
Ward 8	6
TOTAL	38

6. How frequently do SWEEP inspectors investigate and cite a DPW-serviced residence for having more than the allowed number of residential trash/recycling carts? Does DPW do any outreach/inspection to determine households that do not have enough bins (a potential cause of illegal dumping)? Please provide any data tracked by the Department related to either circumstance, if available.

There is no mention of a maximum number of containers allowed for residential trash/recycling containers in the DCMR, allowing residents to purchase as many containers as they desire. However, Inspectors will issue violations for containers out at the wrong place or at the wrong time or for not being returned to the owner's property by 8:00pm on the day of collection. SWEEP performs daily inspections throughout all eight wards. SWEEP is currently working to ensure better consistency with the type of violations cited as Inspectors might only site for improper storage rather than writing all the violations observed at the time of inspection. SWEEP management is working on improving internal processes on DCMR violations and training within the program.

NUMBER OF VIOLATIONS ISSUED FOR INSUFFICIENT NUMBER OF CONTAINERS		POTENTIAL REVENUE
FY24	72	\$5,805
FY25	37	\$2,700
TOTAL	109	\$8,505

7. Please provide additional information on how SWMA addresses spillage during residential collections; how do you receive reports of spillage, and how frequently have route supervisor inspections occurred for spillage issues, specifically? What process improvements could you make in this area?

If there is trash left behind from a truck (or trash falls out of a truck) and a supervisor discovers it during their QA/QC process or a resident reaches out with a concern, DPW sends a team out from the Street and Alley Cleaning Division to clean the area. This same team proactively starts cleaning alleys in March and each alley gets cleaned twice between March and October.

Moving forward, DPW is ensuring each truck is outfitted with shovels and brooms so the crew can clean up any spillages in real time.

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8. Regarding residential trash can repairs, please provide the following:

Please see data below for trash can repair information.

	SRs received for residential trash and recycle bin repair	Requests fulfilled and closed within SLA	Request closed	Median time to fulfill repair request (days)
FY2023	3,976	557 / 14.3%	1,978	182.5
FY2024	4,557	264 / 5.8%	8,286	392.8
FY2025, as of [3.17.2025]	1,559	443 / 28.4%	2,387	280

Please note, DPW recently obtained a contractor to help with bin replacement and repairs which has significantly improved our processing time. For example, between July 2024 – September 2024, we repaired and closed out a backlog of over 11,000 SRs for container repairs. Since March 4, the vendor has delivered over 3,000 new cans to residents. With two heavy backlogs out of the way, the vendor will start serving all container related SRs (removals, repairs, deliveries, replacements). All SRs timelines should be back to normal SLAs in the next two months.

9. What was the total revenue from sales of recyclable materials? Please provide data broken down by material type, if available.

The District benefits from a shared revenue model with our recycling contractor, which offsets processing costs rather than providing direct payments. In FY 2024, the total cost to process recyclables was \$3,466,757.44. However, with the shared rebate of \$1,397,197.63, the net amount paid by the District was \$2,070,559.85. The District's total revenue from recyclable material sales was \$1,397,197.63.

Unfortunately, data broken down by material type is not available at this time.

10. What was the total amount paid by the District as a result of recycling contamination fees?

In FY 2024, the District paid \$63.10 in recycling contamination fees.

11.

12. Under what circumstances is a home-based business no longer eligible to receive DPW trash/recycling collections? How is this determination made?

DCMR Title 21, Section 700.8/9 state the following:

700.8 The District shall collect and remove all solid waste from buildings or structures used exclusively for residential purposes, except the following buildings or structures:

- (a) Any building or structure containing (4) or more dwelling units;
- (b) Any building or connected group of buildings which is used, maintained, advertised, or held out as a place where, for a consideration, sleeping accommodations are furnished to five (5) or more persons who are not members of the immediate family of the owner or lessee of the building and in which the accommodations are not under the exclusive control of the occupants;
- (c) Any building or connected group of buildings which is used, maintained, advertised, or held out as a place where, for a consideration, meals or lunches are furnished to five (5) or more boarders or to five (5) or more transients who have sleeping accommodations on the premises;
- (d) Any dwelling units which does not abut public space; or
- (e) Hotels.

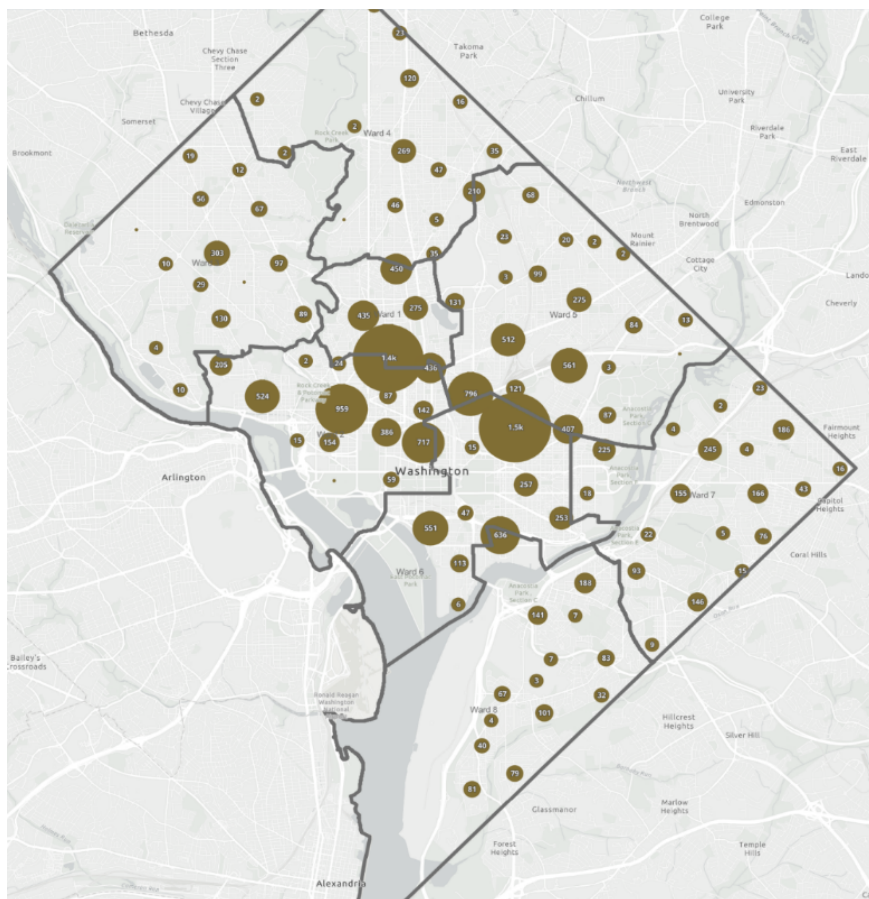
700.9 The District shall not collect any solid waste from or of any place of business or from any building or structure which is not used exclusively for residential purposes.

PEMA

13. Please provide a sample “heatmap” used by the Parking Enforcement Scofflaw Pilot to identify likely locations of scofflaw vehicles.

Below was the initial scofflaw heat map used to deploy staff for the high-dollar scofflaw pilot program. The data comes from License Plate Readers. This data is run regularly to ensure we’re still using the right locations.

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14. What were the total expenditures on staff hours tracked as a) “Capital One Event”; and b) Nightlife?

The data below represents funding spent on Capital One events and the Nightlife Taskforce for FY24 and FY25 to date.

Capital One Arena Support

	FY24	FY25 To Date
Straight Time	\$3,621	\$22,726
Overtime	\$650,022	\$74,740

Night Life Support

	FY24	FY25 To Date
Straight Time	---	---
Overtime	\$411,869	\$193,337

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OTHER

15. What strategies in FY24 and FY25 have you deployed to reduce pressures on overtime spending?

To reduce overtime, DPW piloted a mid-shift or “swing shift” in FY24. The Swing Shift is comprised of 21 temporary staff who work from 10-6:00pm to complete trash and recycling routes that are delayed or understaffed. In October, these temporary staff were redeployed to the Seasonal Leaf Collection team. They returned to routine trash collection after the Leaf Season. From February through September 2024 the swing shift reduced forecasted overtime in the collections division by approximately 35% or \$1.2 million dollars.

DPW also reduced the use of overtime during our leaf collection operations and has put processes in place to more closely monitor overtime activities, increasing accountability within the operations divisions.

16. Please provide as an attachment the most recent list/map of park litter cans. What park litter cans are collected by DPW and which are collected by DGS?

Below is the link to a map showing the most recent data for Park Litter Cans.

<https://dcgis.maps.arcgis.com/apps/mapviewer/index.html?webmap=caa695f31ddb491d817e088394c111bc>

A DGS contractor collects recycling cans from park properties. The litter cans (trash) are collected by DPW. The Department of Public Works is implementing the same tracking software (Rubicon) with the Park Litter Can crew that we use with our collections crew.

17. What were the total DPW expenditures, by building/location, for facility maintenance and repairs completed in-house by DPW staff?

The items below were completed in-house by DPW.

Site Name	Location	Output To	Schedule Date	Completion Date	Admin	Description
1833 West Virginia Ave, NE - Fleet Repair Facilities	100 42nd St, NE - MPD 6th District: Trench drain and drop inlet at the 6th District Fueling Facility.	In-House Staff	10/01/2024	3/7/2025	FMA	Clean out and repair the broken trench drain. Maintenance for drop inlet #1. (Per attached Tetra

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						Tech Site Visit Form)
5001 Shepherd Pkwy, SW - PEMA Impoundment Lot	Bryant Street Impoundment Lot: On the lot adjacent to Row AB 1-10	In-House Staff	10/9/2024	10/18/2024	SWMA	Manhole on Row AB 1 needs to be repaired. This is at Blue Plains Impoundment Lot
1831 Fenwick St, NE - SACD, Operations Center	1831 Fenwick St, NE: 103 - Snow Command Room, Entrance	In-House Staff	10/14/2024	3/7/2025	SWMA	Install a card reader for access and control of the room.
5001 Shepherd Pkwy, SW - PEMA Impoundment Lot	Bryant Street Impoundment Lot: Toilet Issues, 2115 Bryant Street NE Impound Lot	In-House Staff	11/20/2024	11/22/2025	PEMA	Female bathroom Toilet is not flushing. Men's bathroom Toilet is leaking. Please assist.
201 Bryant St, NW - SACD, Mechanical Division	201 Bryant St, NW: Entire building, Mechanic's area	In-House Staff	12/16/2024	3/18/2025	SWMA	Internet is out in mechanic garage area

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1833 West Virginia Ave, NE - Fleet Repair Facilities	8300 Riverton Ct, Laurel, Md - Fleet Fueling Facil: Structural best management practice (Rip Rap) maintenance at the Laurel Fueling facility.	In-House Staff	12/18/2024	12/18/2024	FMA	Remove sediment and debris from the rip rap and surrounding parking lot at the Laurel Fueling Facility. (See the attached)
5001 Shepherd Pkwy, SW - PEMA Impoundment Lot	Bryant Street Impoundment Lot: Toilet Issues, First floor ladies bathroom at 2115 Bryant Street NE	In-House Staff	1/15/2025	1/16/2025	PEMA	The Ladies bathroom on the first floor at 2115 Bryant Street NE will not flush and it has been used,. Please assist!
5001 Shepherd Pkwy, SW - PEMA Impoundment Lot	Bryant Street Impoundment Lot: Entire Building, 2115 Bryant Street NE	In-House Staff	1/15/2025	3/18/2025	PEMA	There is no heat at 2115 Bryant Street NE. Please assist!
2750 South Capitol St, SE - SWMA Administration Office	SACD, Nuisance Abatement - 2700 S. Capitol Street, : Entire building, Sewer smell throughout the entire building.	In-House Staff	1/19/2025	1/21/2025	SWMA	Sewer smell throughout the entire building.

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5001 Shepherd Pkwy, SW - PEMA Impoundment Lot	Bryant Street Impoundment Lot: 2115 Bryant Street NE	In-House Staff	1/24/2025	3/18/2025	PEMA	The heat at 2115 Bryant Street NE is not working. Please assist!!!
1833 West Virginia Ave, NE - Fleet Repair Facilities	1833 West Virginia Ave, NE: Main Garage, The Main Garage is located at 1833 West Virginia Ave N.E	In-House Staff	2/24/2025	3/18/2025	FMA	The inspectors Hub enclosure is located on the floor of the main repair shop. The a/c unit is constantly leaking condensation water onto the immediate floor area causing potential slip and fall issue. This is an requested re-entry for this service by the SSA Administrator.

18. Please provide further information on efforts to consolidate bike lane maintenance (both sweeping and snow removal) within District government.

DDOT handles the regular maintenance of bike lanes. The District Snow team assists with clearing snow from bike lanes during winter weather events.

DPW's street sweeping team works to clean bike lanes either manually or with smaller sweepers.

19. What is the typical cost to DPW to send a citywide informational mailer?

Last year our communications team paid \$9,815.00 for mail processing of 101,000 leaf season mailers and \$37,875.00 for postage of the same totaling \$47,690.00. Additionally,

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in FY24, OWD sent one mailer to multi-family properties with 80+ units. The mailer included a Zero Waste Guide (booklet), summary of recycling and trash requirements, and introduction to new source separation plan requirement. It cost \$4,340.80 to print 1,000 copies, of which 700 were mailed and 300 were used as handouts. Overall, DPW spent \$52,030.80 on informational mailers in FY24.