

Committee on Budget and Government Operations
Chicago Department of Streets and Sanitation
October 28, 2014
Commissioner Charles L. Williams

Honorable Chairman Austin and Members of the City Council:

As we look toward the future of Chicago, the Department of Streets and Sanitation (DSS) remains committed to strategically investing department resources in every Chicago neighborhood to ensure all communities remain safe, clean and vibrant for generations to come.

As the City's largest provider of non-emergency services, we respond to over one million requests each year in key service areas, including: garbage and recycling collection, forestry services, street cleaning, snow removal, automobile towing, graffiti removal, rodent control services and vacant lot cleaning.

DSS' 2015 budget increases the resources available to address these important issues. Additionally, with the support of Mayor Emanuel, DSS will continue to focus on building on the efficiencies already realized through grid garbage collection, grid graffiti removal, and grid tree trimming and tree removal. Finally, we will explore new operational and administrative strategies across all bureaus that allow us to further improve service delivery to our residents.

Bureau of Sanitation

One of the department's most significant operational reforms is the implementation of the grid system for refuse collection. This year, the department continues to refine the city's grid refuse collection system. Throughout 2014, the department assessed the data produced through a number of supervisory tools to evaluate overall operations, including time-in-alley reports, truck sheets, GPS reports and in-field operations.

According to 2014 data, crews are spending 26 percent more time in alleys collecting refuse, and the department reduced its average number of refuse trucks from 352 pre-grid to an average of 310 in 2014. Though we have made progress, we will continue to analyze our productivity and look for areas where we can improve.

One year ago, DSS completed the citywide roll out of the residential blue cart recycling program. The department continues a targeted, multimedia outreach campaign that has succeeded in increasing household participation and decreasing blue cart contamination. Since January, Chicagoans have diverted more than 23,000 additional tons of refuse into their recycling carts. We look forward to working with the members of the Chicago City Council to expand the scope of our outreach efforts and support Mayor Emanuel's commitment to providing a greener, more environmentally friendly city for future generations.

In October of 2013, Mayor Rahm Emanuel, the Department of Innovation and Technology (DoIT) and DSS launched an innovative Automated Preventive Rodent Baiting pilot designed to improve the City's proactive approach to rodent activity. The recently-revealed results demonstrate the pilot can predict rodent complaints based on a variety of 311 data and provide rodent baiting crews with automated schedules for preventive rodent baiting. This technology supports increased program efficiency each day through time saved in identifying locations to proactively bait.

To support our efforts in eliminating rodent activity from communities across the city, the 2015 budget recommendation proposes four additional rodent crews that will allow us to increase our response time to residents as well as increase sewer abatement.

Finally, DSS continues to inventory the City's refuse and recycling carts in alleys across Chicago. To date, the department has inventoried approximately 20 percent of the total households in the city, and DSS plans to conclude our audit in the coming year. This system will allow the department to better manage the City's refuse cart assets, and more efficiently allocate refuse collection trucks and personnel.

Bureau of Street Operations

The winter of 2013-2014 was one of the harshest winters in recent history. Over a five-month period, Chicago received 80.6 inches of snow, and experienced 82 days of snow, 117 days below freezing, and 23 days below zero. DSS staff and crews worked day and night over 67 snow programs to make Chicago's streets clear and passable for residents.

Since the snow season ended in March, we have been preparing for the 2014-15 winter. To date, DSS has more than 340,000 tons of salt on the ground, and our snow teams are assembled and ready. Additionally, in coordination with the Department of Fleet and Facility Management, DSS will receive 19 new salt spreaders and four new four-by-four trucks.

The City's Graffiti Removal Program continues to utilize the grid system to address outstanding calls in targeted geographic areas, which has led to greater productivity each day.

With the additional resources provided in 2014, as well as more efficient routing and enhanced staff supervision, our department was able to cut our average response time from six days to just under four days during peak season, and completely eliminate the City Service Request backlog.

In 2015, additional resources will allow us to continue addressing vandalism in an expeditious manner, keeping communities safe and clean for residents.

Bureau of Forestry

In 2014, DSS also continued to focus efforts on maintaining the more than 500,000 trees that line Chicago's parkways. With the additional forestry crews added this year, DSS has trimmed more than 57,000 trees to date compared with just over 41,000 over the same time period in 2013—an increase of 16,000 trees. The Bureau of Forestry has also removed 9,700 trees to date in 2014, compared with 4,700 trees in 2013.

The Bureau of Forestry continues to increase efficiency in the grid-based tree trimming program and grid-based tree removal program. Crews are responding to citizen service requests as well as proactively addressing other forestry work in communities to further increase productivity. Since transitioning to the grid, crews are trimming three additional trees each day—a 35 percent increase as compared to 2011, when Mayor Emanuel took office.

In 2015, the department will utilize nearly one-half million dollars to run five forestry removal crews for 30 weekend-shifts. Also in 2015, the department will plant an additional 800 trees over 2013, for a total of 4,100 trees. This will equate to a 25 percent increase in tree planting citywide. These trees will serve to beautify our communities while providing countless environmental benefits to the residents of Chicago.

DSS also continued its efforts to inoculate ash trees in our efforts to protect the urban canopy from the emerald ash borer insect. Over the past two years, DSS has treated more than 61,000 trees. Of the trees inspected for retreatment this year, approximately 93 percent were still viable, demonstrating that the inoculations are effective in prolonging the lives of ash trees.

Bureau of Traffic Services

The Bureau of Traffic Services continues to keep Chicago’s streets safe through towing and relocation of vehicles, and offering support services for many large scale civic events and emergency operations.

This year, Traffic Services has improved its on-time response rate for abandoned vehicles from 72 percent to over 90 percent. Additionally, the bureau has provided traffic and crowd support at more than 1,800 civic events in every community of the city.

Chairman Austin and members of the City Council, in the coming year, the Department of Streets and Sanitation will continue our thoughtful partnership to improve the services we provide to your communities. We welcome the opportunity to discuss the unique needs of your communities and the chance to improve our services for the residents of Chicago.

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Streets and Sanitation

2015 Budget Hearing

MBE/WBE Contracting Data

Period: 01 Oct 2013 – 30 Sep 2014

Total Purchases: \$74,972,385.02

<u>MBE/WBE Spend</u>	
WBE:	\$4,522,589.69 (6.03%)
Asian MBE:	\$928.09 (.001%)
African-American MBE:	\$2,623,630.27 (3.50%)
Hispanic MBE:	\$9,907,870.23(13.22%)
Total MBE/WBE Purchases:	\$17,055,018 (22.75%)

Staffing Data

Department Ethnicity and Gender				
	Male	Female	Total	%
Asian	42	2	44	2.1%
Black	704	311	1,015	49.4%
Hispanic	392	53	445	21.7%
White	502	48	550	26.8%
Total	1,640	414	2,054	100%
	79.8%	20.2%	100%	

New Hires Ethnicity and Gender				
	Male	Female	Total	%
Asian	2	0	2	1.8%
Black	38	15	53	47.3%
Hispanic	27	3	30	26.8%
White	26	1	27	24.1%
Total	93	19	112	100%
	83%	17%	100%	

Department Managers Ethnicity and Gender				
	Male	Female	Total	%
Asian	5	0	5	4.2%
Black	24	9	33	28.3%
Hispanic	22	6	28	23.9%
White	46	5	51	43.6%
Total	97	20	117	100%
	83%	17%	100%	

Interns

School	Gender	Race
Phillips Academy	Female	Black
Marshall High School	Male	Black
Marshall High School	Female	Black
Orr High School	Male	Hispanic
Simeon High School	Male	Black
Julian High School	Male	Black

CHICAGO DEPT. OF STREETS AND SANITATION

COMMISSIONER'S OFFICE

TRAFFIC SERVICES

Contractual Towing Management

City Towing

Auto Pounds Management

Vehicle Impoundment Programs

Special Traffic Services

FORESTRY

Tree Trimming

Tree Planting

Tree Removal

Tree Debris Pick-Up

Stump Removal

Wood Disposal

EAB Mitigation

STREET OPERATIONS

Inspections and Surveys

Vacant Lot Cleaning

Graffiti Removal Program

Garage Demolition

Sheriff's Work Alternative Program

Snow Operations

Loop Operations

Neighborhood Enhancement Program

SANITATION

Solid Waste Collection

Recycling & Compost Collection

Street Sweeping

Vector Services / Rodent Baiting

Containerization

Dead Animal Recovery

ADMINISTRATIVE SERVICES

Financial Management

Accounting

Accounts Payable

Contract Administration

Personnel Services

Payroll Services

Labor Relations

Information Technology