

ENVIRONMENTAL SERVICES

Nancy Petersen – Interim Director

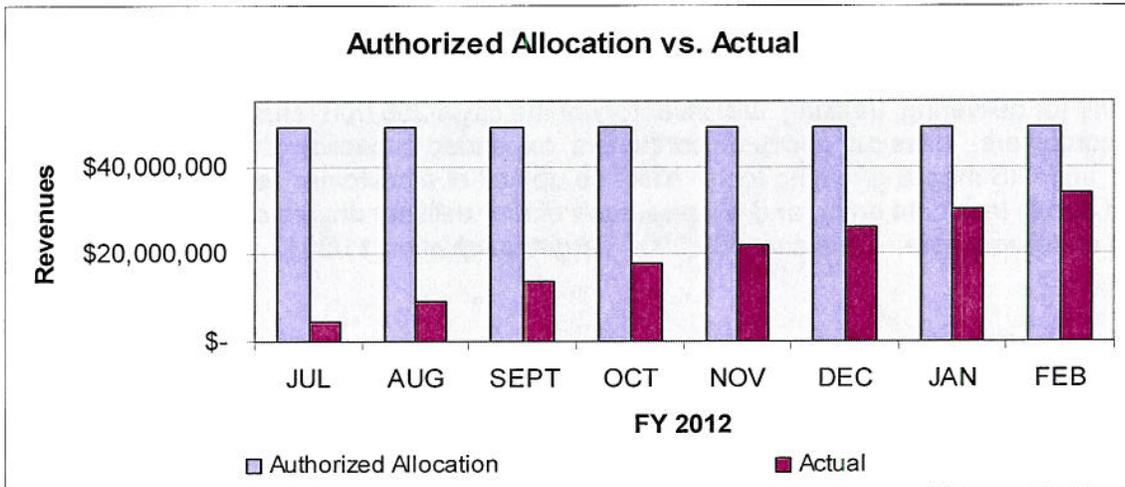
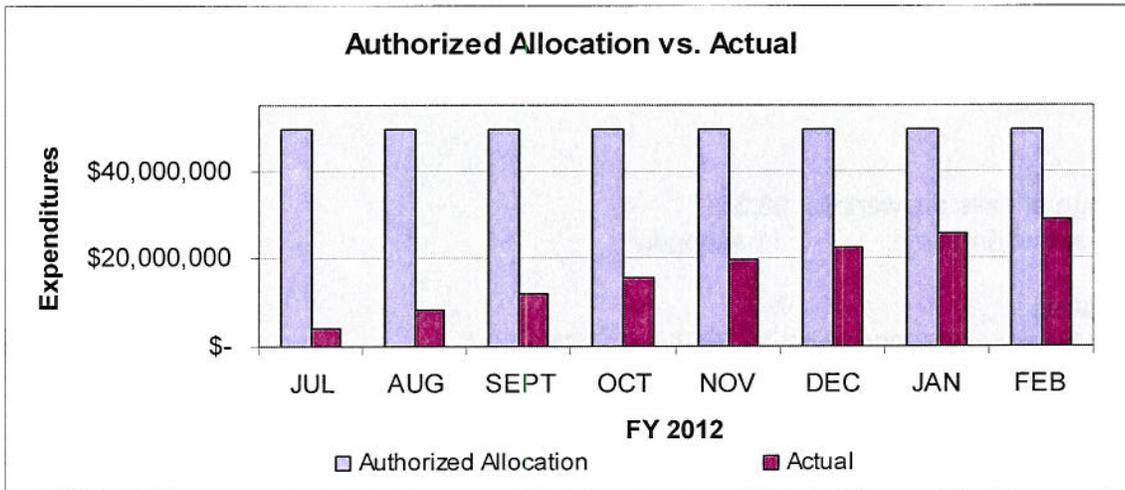
<http://cms3.tucsonaz.gov/es/>

Staffing Levels – February 2012

DEPT	AUTHORIZED	ACTUAL	VACANT
Environmental Services	240.0	220.0	20.0

Operating Expenditure and Revenue Budgets

(Graphs represent the annual budget and cumulative actuals)



Number of Collection Customers

- Metal Service 3,339 accounts

Recycling Tonnage

- Residential 2,914 tons
- Commercial 326 tons

ENVIRONMENTAL SERVICES

Landfill Tonnage

- Residential (B&B included) 11,351
- ES Commercial 6,270
- Commercial Haulers 17,585

Low Income Participants

- 3,619

Environmental Management Program Incidents (Citywide)

- Tucson Medical Center spilled 1,100 gallons of diesel fuel from their underground tanks used for their emergency generators. The release entered nearby Alamo Wash and was reported to the Federal Response Telephone Number and Arizona Department of Environmental Quality (ADEQ).
- Two Reclaimed Water releases had to be reported to ADEQ.
- Transportation (TDOT) reported a spill of 50 gallons of petroleum/ tack-oil at a TDOT maintenance area.

Call Statistics

- Percentage of calls answered: 98.3%
- Average answering time: 11 seconds

Service Complaints

- 536 out of approx. 950,000 services provided (.06%)

Critical Issues

- N/A

Projects

- Computerized container tracking – Kicked off project to replace paper work orders and hand data entry for delivering, tracking, and inventory of the city's 255,000 refuse and recycling plastic containers. Uses bar codes on containers, expanded capability of SunGard billing system, and GIS mapping/routing tools. Will free up half of a customer service representative position due to less data entry, and will give each of four delivery drivers one half hour more per day of delivery time. Total cost \$85,000. Target completion 11/2012.

Department Accomplishments/Kudos

- The resident at 8807 E Green Branch Lane called to compliment Aundre Doumert, Environmental Services Equipment Operator, on her recycle route for the wonderful job done. She is moving and had lots of cardboard that was picked up without a mess left behind.
- The resident at 1978 W. 44th St. called to thank her driver, Leroy Granger, for excellent service. She said she will call to complain, but feels it is equally important to call and acknowledge good service. She and her husband had not put their bins out and then heard the truck in the area. The driver saw and waited until they could unlock the gate and bring the bins out to the curb. The driver then opened his door and told her "don't worry about it". She says this is what touched her because he actually waited, but more importantly opened his door, looked her in the eye and treated her as a person. She wants to make sure the supervisors are aware of his excellent service.