

DPW Service Level

From Thorpe, Randi (DPW) <randi.thorpe@dc.gov>
Date Fri 12/13/2024 4:00 PM
To Thorpe, Randi (DPW) <randi.thorpe@dc.gov>

Greetings ANC Commissioners,

Leaf Collection

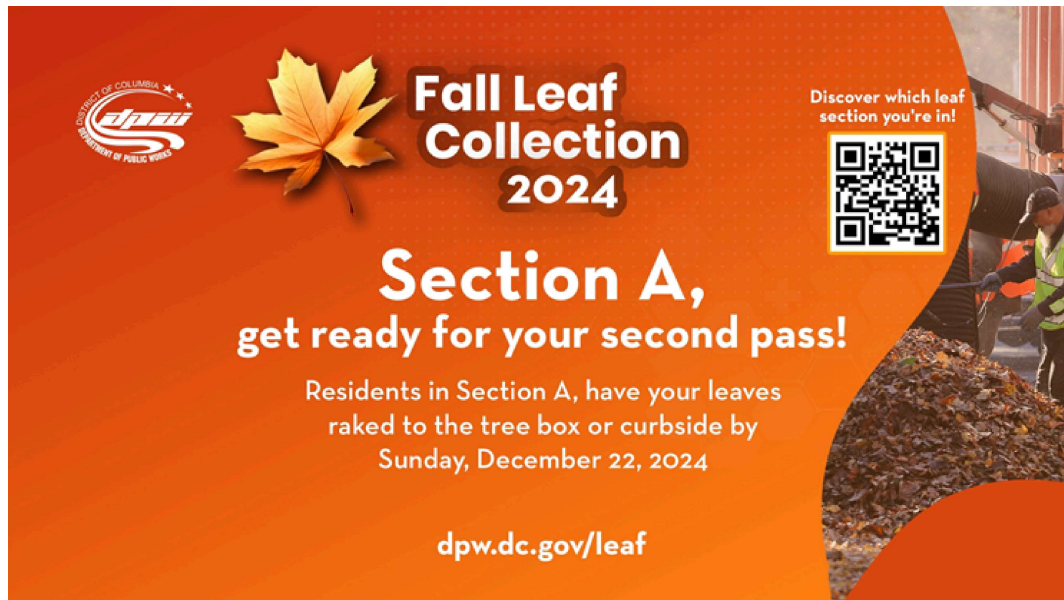
The **first pass** for leaf collection in Section D in Wards 1-8 is still underway. Section A in Wards 1-8 should get ready for your **second pass** at leaf collection. Residents in Section A, please have your leaves at the tree box or curbside by Sunday, December 22, 2024

Visit <https://dpw.dc.gov/leaf> to learn about leaf collection and when we will be in your neighborhood.

Not sure what section you live in? Find your section at Leaf Collection | dpw (dc.gov) <https://dpw.dc.gov/leaf>

Check out our real-time leaf collection tracker <https://dcgis.maps.arcgis.com/apps/webappviewer/index.html?id=fa5476e8cedb4eb185c9b30f173fde4b>

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If you see our leaf collection crews out and about, please encourage your constituents to show their support and share their appreciation by posting on our social media pages. **Facebook, Instagram, X (formerly known as Twitter) - @DCDPW**
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The Special Waste Collection Events: DPW Special Waste Collection Events for safe disposal and recycling of household hazardous waste, electronics, and secure document shredding will be conducted twice quarterly. Register at tinyurl.com/hhw-register. For more information on residential special waste, visit [the District's Zero Waste](#)

Here are the dates for the future special waste collection events:

- **Saturday, February 1, 2025 – 8 AM-2 PM** – RFK Parking Lot 3 (2400 E. Capitol Street NE)
- **Thursday, March 6, 2025 – 10 AM-2 PM** – RFK Parking Lot 3 (2400 E. Capitol Street NE)
- **Saturday, April 19, 2025 – 8 AM-2 PM** – RFK Parking Lot 3 (2400 E. Capitol Street NE)
- **Thursday, June 19, 2025 – 10 AM-2 PM** – RFK Parking Lot 3 (2400 E. Capitol Street NE)

- **Saturday, August 23, 2025 – 8 AM-2 PM** – RFK Parking Lot 3 (2400 E. Capitol Street NE)
- **Thursday, September 18, 2025 – 10 AM-2 PM** – RFK Parking Lot 3 (2400 E. Capitol Street NE)

REGISTER IN ADVANCE TO PARTICIPATE:

[To accommodate everyone in a safe and timely manner, DPW is now requiring registration to participate in the Special Waste Collection Events.](#) District residents can sign up for a 15-minute entry slot when residents can arrive anytime in the 15-minute period and a DPW staff member will be there to assist you. Please note that the time selected is the arrival window, not the time of services. Only one ticket is required per vehicle. No entry will be allowed after 2:00 pm. Open to DC residents only. Please bring proof of residency (e.g. driver's license, utility bill, lease agreement) and Eventbrite registration. No commercial waste will be allowed.

[Register here.](#)

The Special Waste Collection event may be delayed or canceled due to inclement weather. If DPW reaches capacity, entrance into the events may be blocked for resident safety. Please check twitter.com/dczerowaste or twitter.com/DCDPW for the most up-to-date information.

Food Waste Drop-Off sites: DPW hosts twelve weekly staffed Food Waste Drop-Off sites across the District. See the locations/hours of operation here: <https://zerowaste.dc.gov/foodwastedropoff>

Bring your old, unpainted, glitter-free pumpkins to the nearest Food Waste Drop-Off Site. Let's keep the spooky season sustainable! Find a drop-off site: <https://zerowaste.dc.gov/foodwastedropoff>



OLD PUMPKINS ARE FOOD WASTE, TOO.

COMPOST THEM WITH THE REST OF YOUR FOOD WASTE.

**Bring your Old Pumpkins to any of DC DPW's
Food Waste Drop-Off Sites this Fall.**

zerowaste.dc.gov/foodwastedropoff



WE ARE
GOVERNMENT OF THE
DISTRICT OF COLUMBIA
DC MURIEL BOWSER, MAYOR

Curbside Composting Pilot Program: Not in the Pilot Program but interested in participating in the future? Please fill out this waitlist form to be one of the first to hear about program updates and openings:

<https://www.surveymonkey.com/r/CompostPilotInterest>

Free mulch/compost pickup at Fort Totten Transfer Station is back! Residents can fill up to five 32-gal bags (bring your own bags & shovel) from Wed-Fri 10 am-2 pm & Sat 7 am-2 pm at 4900 John McCormack Rd NE.

Unified Communication Center UCC

DPW is committed to delivering efficient and effective services to our residents and quickly resolving issues. As our partner in providing streamlined and effective resolutions, we wanted to share the best channels for residents to utilize.

In order to improve our customer service and our internal tracking mechanisms, DPW launched the Unified Communication Center (UCC) in November 2023 aimed at decreasing our response and resolution times. Through the UCC, we have consolidated our call centers and phone numbers into one accessible line. In February 2024, our

average hold time was under 2 minutes, affirming our swift assistance for all callers. We also consolidated our emails into one central address. Each contact, whether by phone or email, is provided a Service Request (SR) if they don't already have one. For a service inquiry, our representatives offer service information and pass along Service Level Agreement (SLA) benchmarks. In instances where an SR is past our SLA benchmarks, our operational escalation team intervenes to quickly resolve the outstanding request.

To ensure smooth communication for everyone, as a first step, we kindly request you share the contact details of the UCC with all members in your office and constituents who reach out to you. This will make the service resolution process quicker for residents and raise awareness about DPW's new communication center. DPW's leadership team is here to address continual issues or problems that have not been addressed satisfactorily by the UCC.

The UCC is still new, and staff are still learning. If you have used the UCC, please share feedback on what's working well and what needs improvement. We'd love to hear from you so we can continue to improve!

UCC Phone: (202) 673-6833 (Mon – Fri) 8:30 am – 4:30 pm
Central Email: dpw@dc.gov.

Thanks for all you do!

Regards,
Randi

Randi Thorpe
Community Relations Specialist



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