

Leaf Collection Plan Fall 2003,
Department of Public Works, City of Takoma Park, Maryland

1. PURPOSE: To develop a working system which will facilitate the efficient collection of leaves in the City of Takoma Park, Maryland during the Fall of 2003.
2. SCOPE: Implementing this plan will impact the entire Public Works Department.
3. MISSION: The Takoma Park Department of Public Works conducts Leaf Collection in the City from November 3 thru December 12, 2003.
4. EXECUTION:
 - a. Concept:
 - i. The Right of Way Division of the Department of Public Works conducts leaf collection throughout the City using six trucks with leaf boxes, six technicians and 12 temporary employees. The priority for leaf collection will be to the residential areas. After completing residential collections we will focus on leaf collection in City parks. The hours of operation for the leaf collection will be 8:00 am to 4: 00 pm, Mondays through Fridays, excluding holidays. Each technician will be provided with the following:
 - (1) A truck with a mounted leaf box and a leaf vacuum.
 - (2) Two temporary employees for general labor and,
 - (3) Assorted rakes, pitch forks and other tools
 - ii. The City will be divided into three sectors and two technicians with crews will be assigned to a sector. Under the direction of the Right of Way Supervisor, the technicians will work a particular sector and collect leaves as they are raked out by the residents.
 - b. Responsibilities:
 - i. Director and/or Deputy Director: Directs the execution of this plan.
 - ii. Right of Way Supervisor:
 - (1) Manages the day to operations of the leaf collection effort
 - (2) Provides guidance and direction to technicians on a daily basis
 - (3) Provides a productivity briefing to the Director or Deputy Director at the end of each work day.
 - (4) Responds to residents in a timely manner (24 hour rule)
 - (5) Be prepared to operate a leaf collection vehicle and take charge of a leaf crew as option number one.
 - (6) Coordinate and conduct refresher training for all technicians prior to October 24, 2003.

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- iii. Gardens Supervisor:
 - (1) Supervise the overall leaf grinding operation, including the backhoe operator.
 - (2) Provide a technician to operate the leaf grinder.
 - (3) Provide accurate feedback to the Administrative Section regarding the loads that are dumped by the ROW Technicians
- iv. Equipment Maintenance Supervisor:
 - (1) Ensures the frequently used parts are stocked in sufficient numbers.
 - (2) Provides priority service to leaf collection equipment during this period
 - (3) Participate in the after action critique.
- v. Right of Way Technicians: The ROW Technicians are the heart and soul of the leaf collection effort. See Annex A for a listing of the duties and responsibilities of our technicians.
- vi. Building Maintenance Technician: Prepared to act as an operator of a leaf collection vehicle and take charge of a crew as the second option.
- vii. Administrative Section:
 - (1) Coordinate with the leaf grinder to verify load counts. Provide a daily report of load counts by technician to the ROW Supervisor and the Department Director.
 - (2) Receive complaints and suggestions from residents and pass them on to the ROW Supervisor.

5. COMMUNICATIONS:

- a. Communication Plan
 - i. Administrative Supervisors' Responsibilities:
 - (1) Advertise leaf collection on the City's website, Cable Station and October & November Newsletters.
 - (2) Send all residents a mailing that provides detailed collection information. This mailing will be sent out in mid-October.
 - (3) Maintain a message about leaf collection on the City's website message board.
 - (4) Provide updated information on Cable, the web page and the message board if inclement weather or any other unforeseen event

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effects collection.

- (5) Ensure that information about the Leaf Collection program will be provided to the Administrative staff at the Municipal Center.
- (6) Ensure that leaf collection flyers are available at Public Works, Library and City Building.

ii. Right Of Way Supervisor's Responsibilities:

- (1) Maintains a Leaf Collection Hotline that residents can call and request collection of leaves located at specific addresses. This Hotline will be directly linked to the ROW Supervisor's phone and will be checked at least 2 times a day.
- (2) Set up a collection procedure to provide service at the addresses called in on the Hotline. The goal will be to collect from those addresses within 72 hours of receipt of call.

6. COORDINATION: This plan has been coordinated with the appropriate public works managers and supervisors

(Original signed)

Alfred D. Lott

Public Works Director